

Building From the Bottom Up

Upward mobility survey of employers of low-wage workers
(Results by Firm Size)



Harvard
Business
School

Managing the Future
of Work



Notes

Employer Survey – Firm Size

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

Introduction:

This deck represents the results from an online survey of 1,150 U.S. employers of low-wage workers conducted September–November 2020 by the Project on Managing the Future of Work at Harvard Business School. The survey questionnaire is also available on our website. This deck shows the survey results by the size of the company the respondent works at.

Please direct inquiries to:

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Preferred citation:

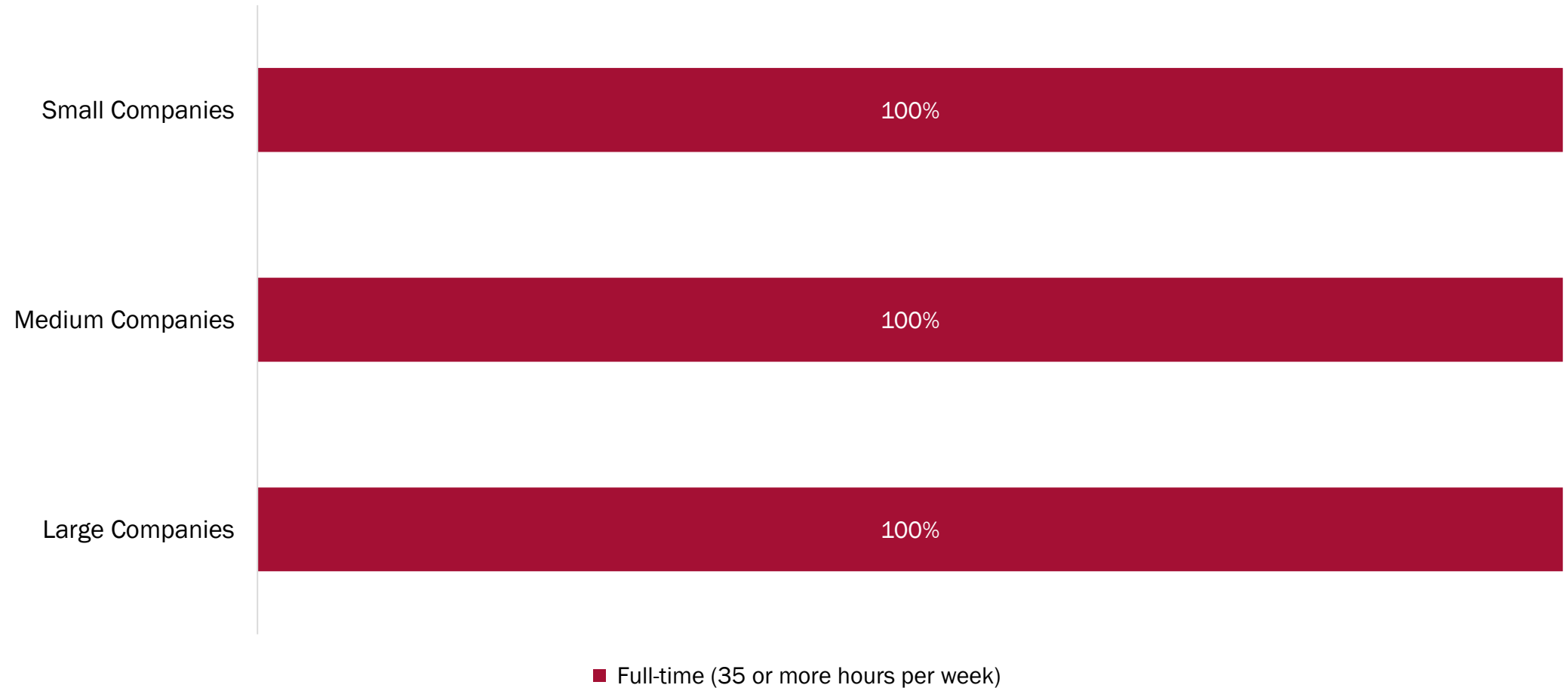
“Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

General notes:

- Numbers may not sum to 100% due to rounding. All numbers are rounded to the nearest integer. However, the data is recorded to two decimal places – thus some data points labeled “0%” may be nonzero but rounded down.
- For the purposes of this survey, we define low-wage employees as full-time or part-time employees who earn hourly wages that are 200% or below the federal poverty threshold. Depending on which part of the country they work in, these employees typically earn wages around \$7 per hour (or approximately \$14,000 per year) to \$20 per hour (or approximately \$40,000 per year).
- Firm size groups: Small (1 – 99 employees): N=537; Medium (100 – 999 employees): N=282; and Large (1,000 or more employees): N=331.

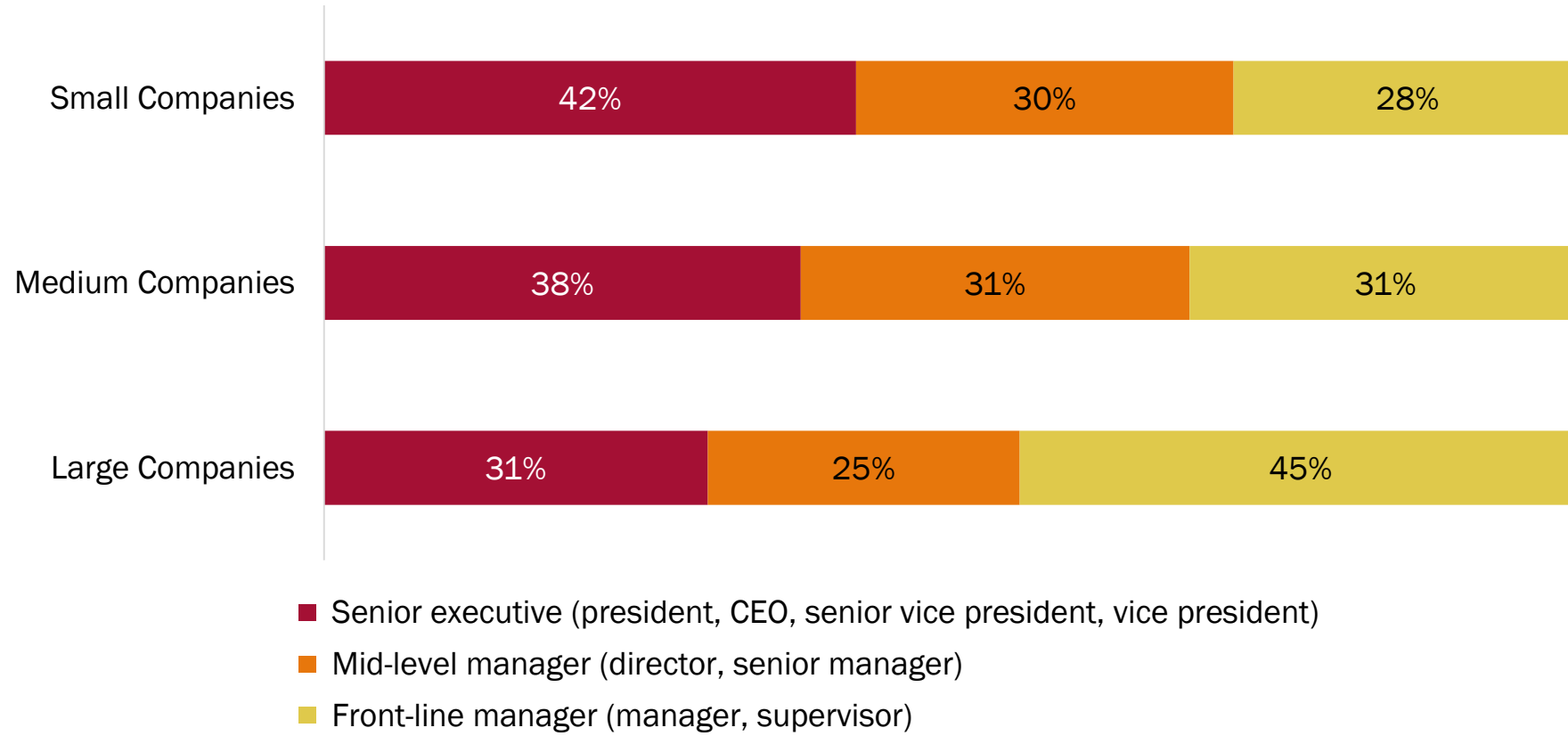
Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A1. Prior to COVID-19, in January 2020, which of the following best described your employment status?



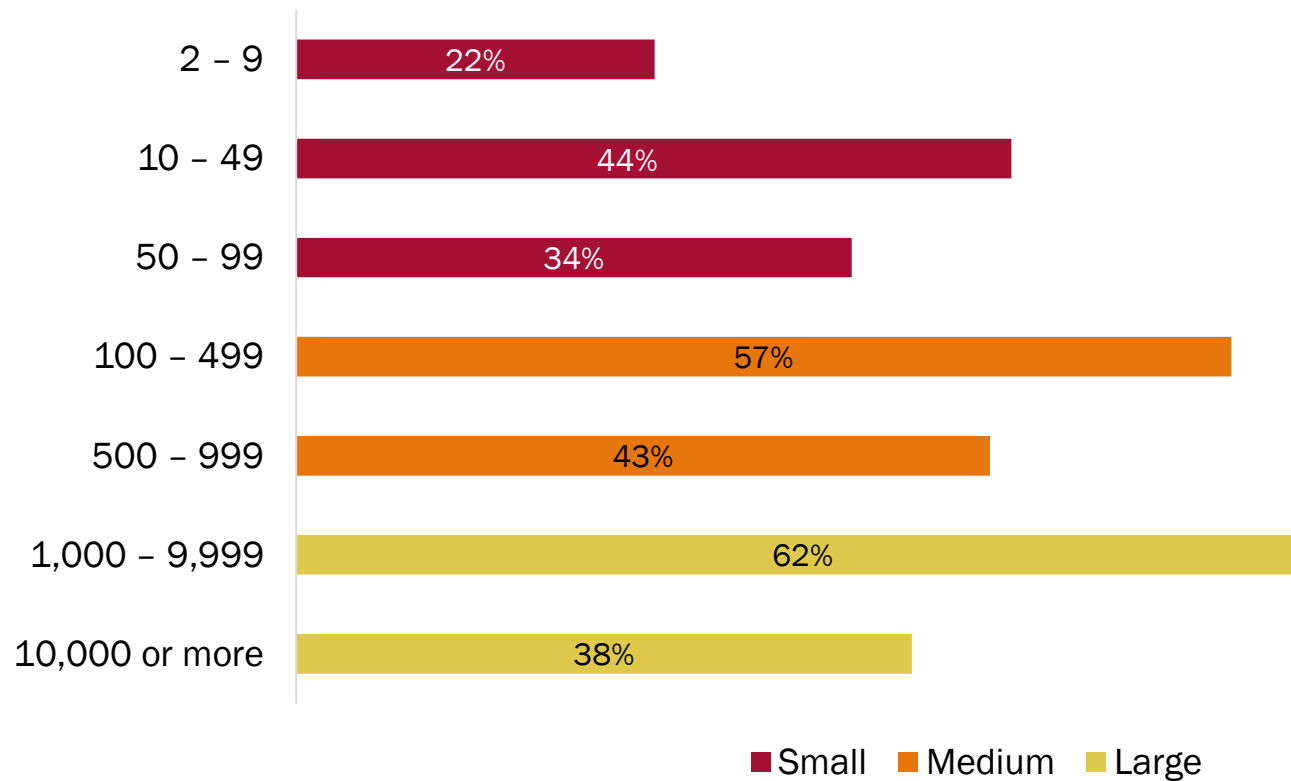
Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A2. Prior to COVID-19, in January 2020, what was your job title? (Pick the closest)



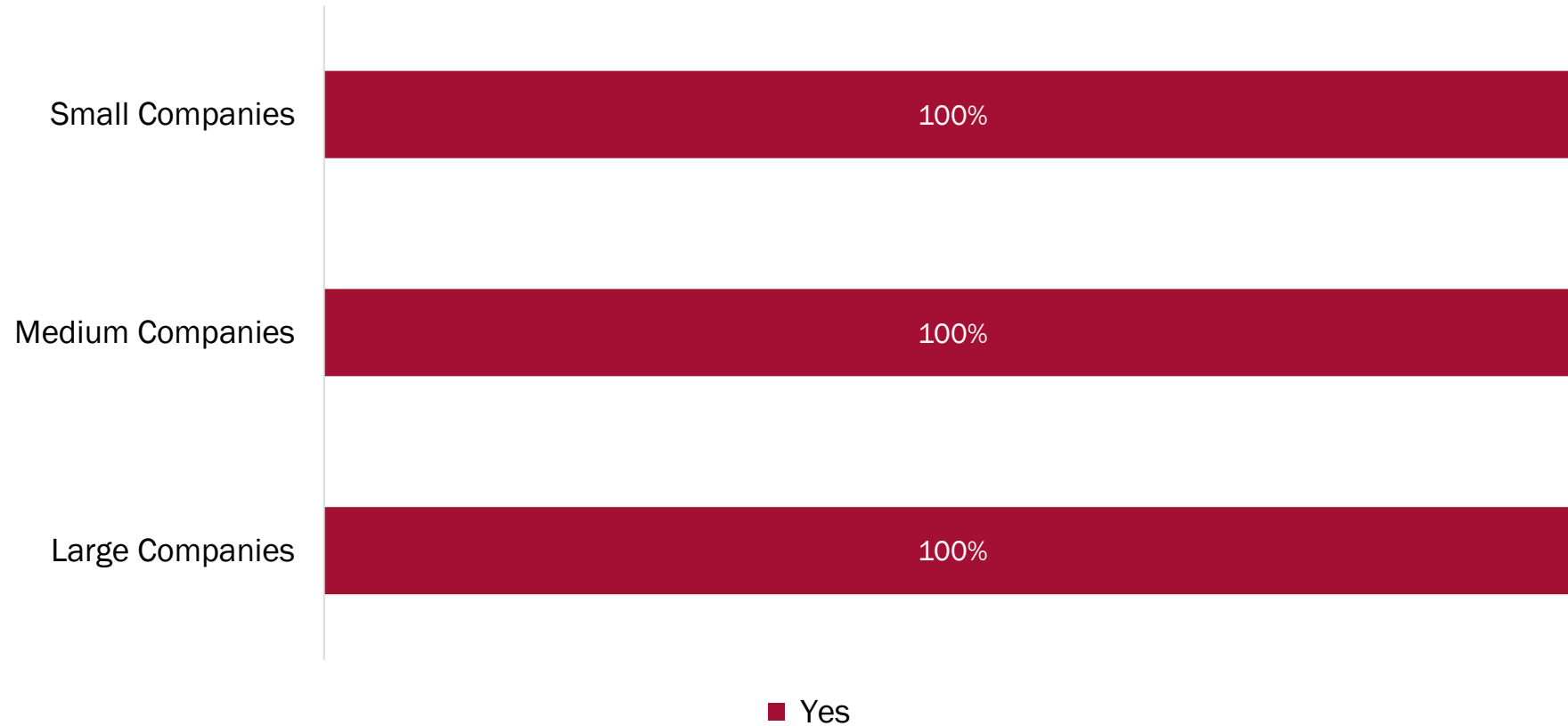
Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A3. Prior to COVID-19, in January 2020, how many employees did your company have? (Including corporate headquarters, subsidiaries, and any company branches)



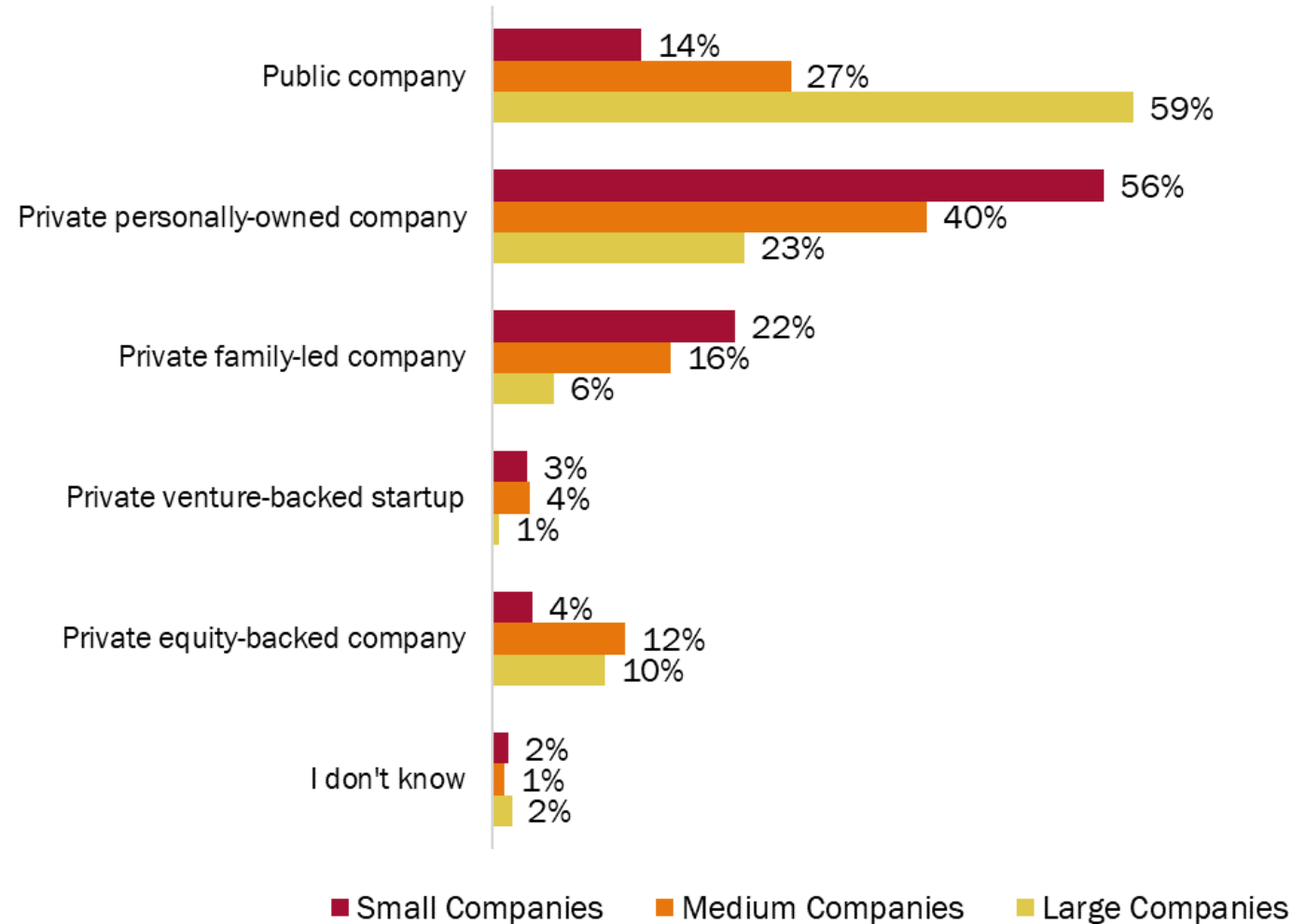
Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A4. Prior to COVID-19, in January 2020, did your company have employees in the United States?

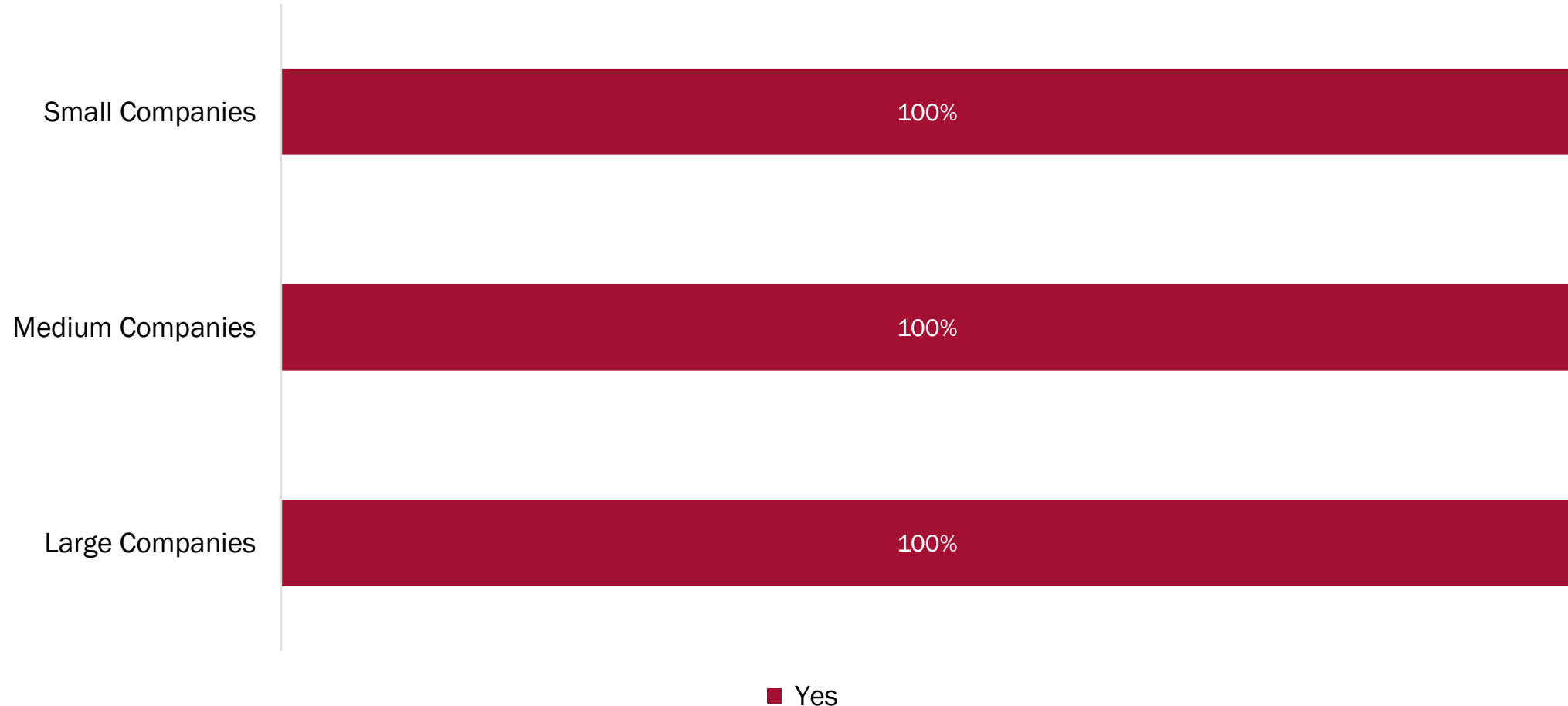


Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A5. Is your business a:



A6. Using this definition of low-wage employees, did your company have any low-wage employees prior to COVID-19, in January 2020?

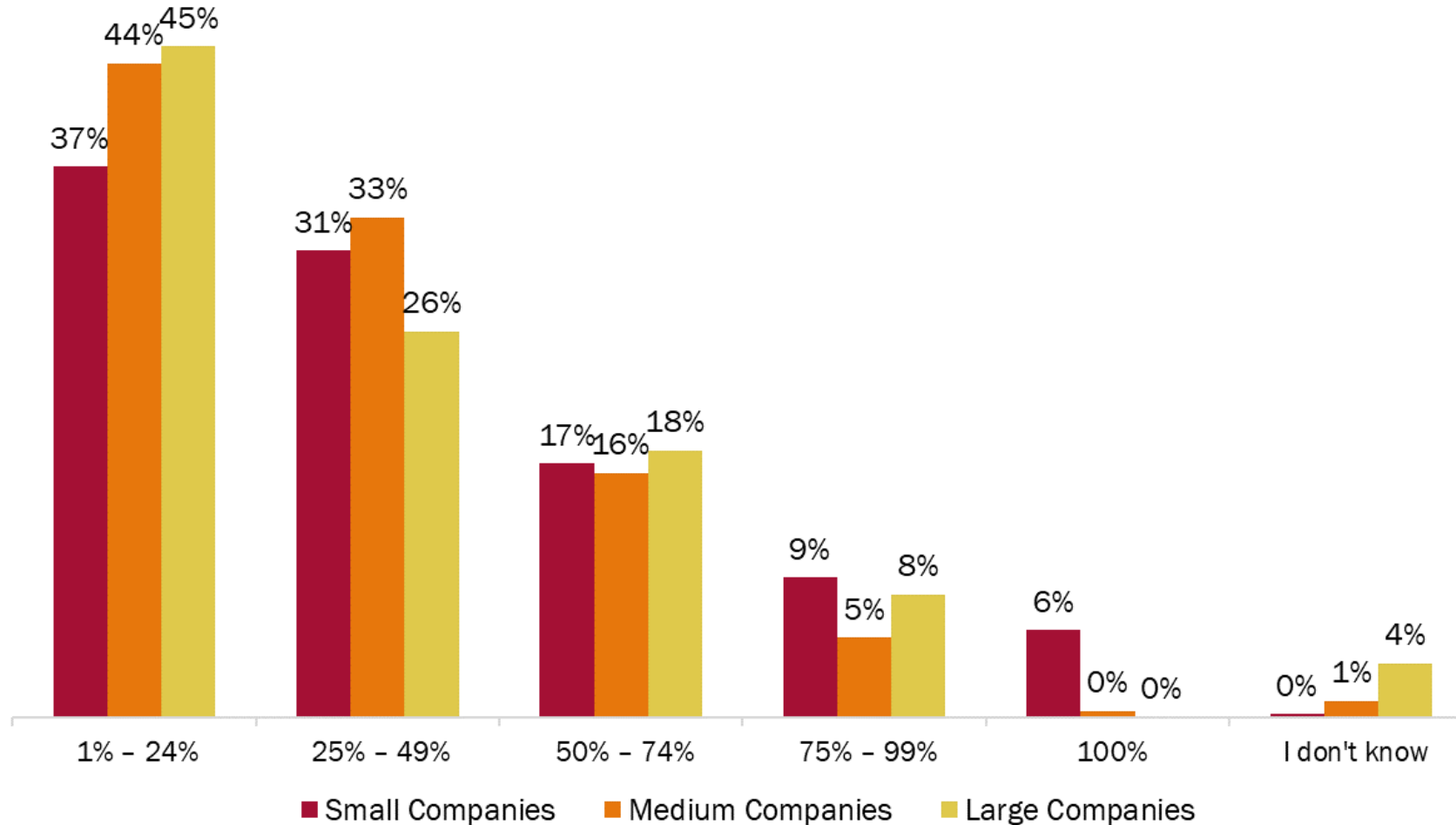


Survey Population

Percent of Full-Time Employees Who Are Low-Wage

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A7. What percentage of your full-time employees are low-wage employees?



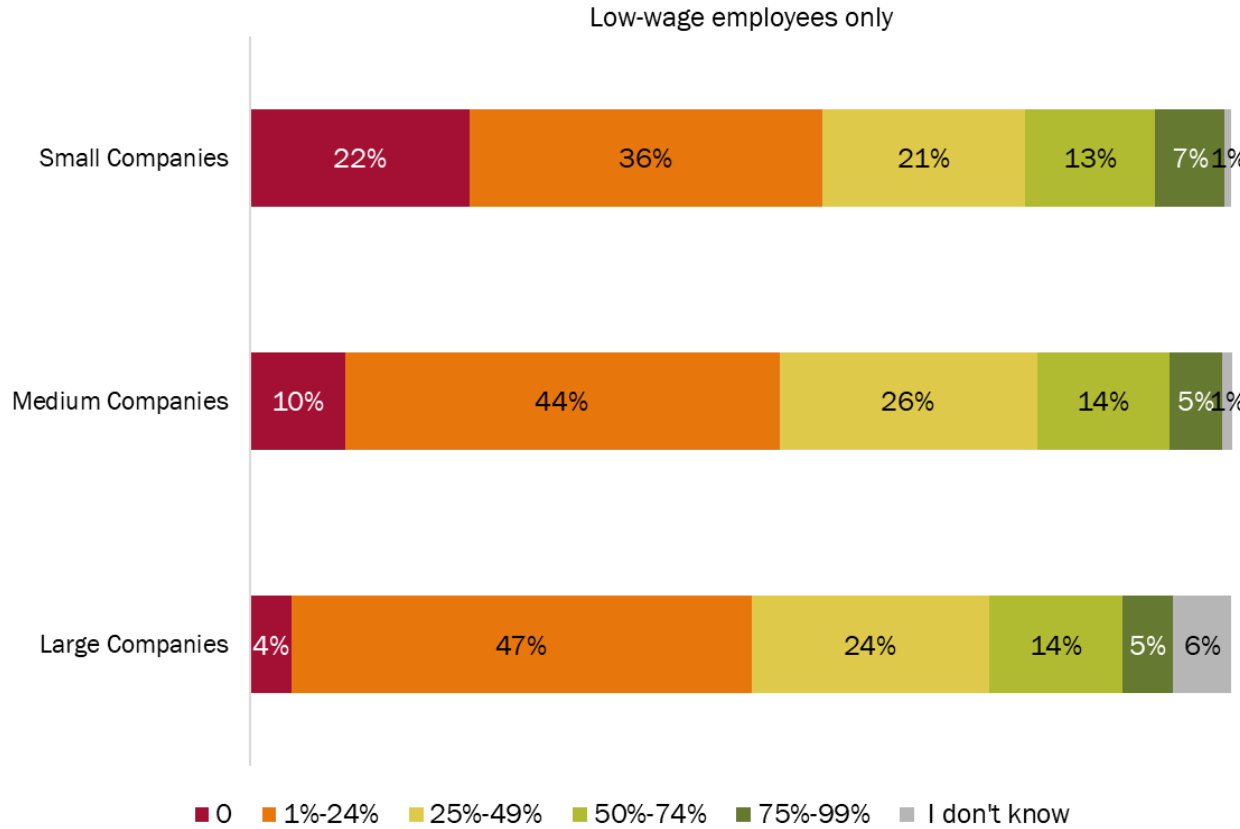
N = 1,150

Survey Population

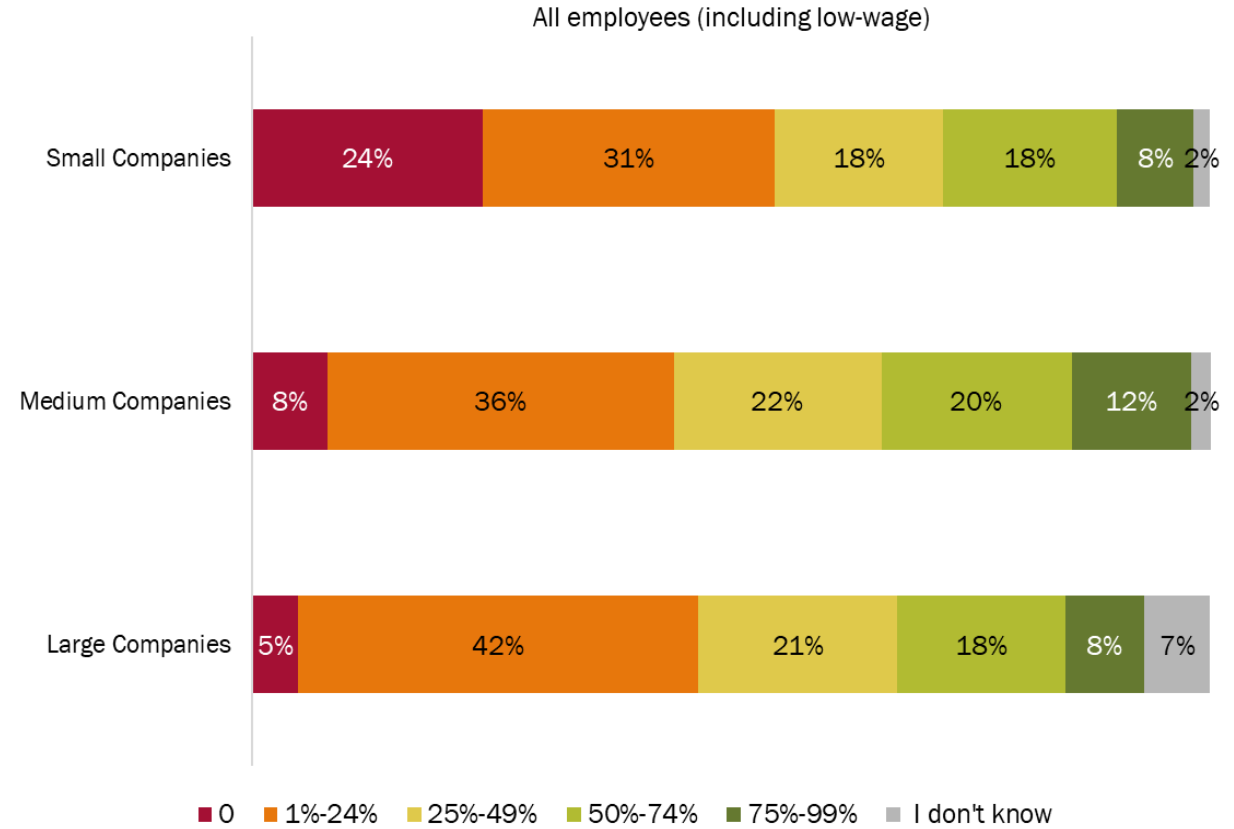
Percent of Employees Who Are Part-Time

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A8. What percentage of your company's low-wage workforce and total workforce consist of part-time employees?

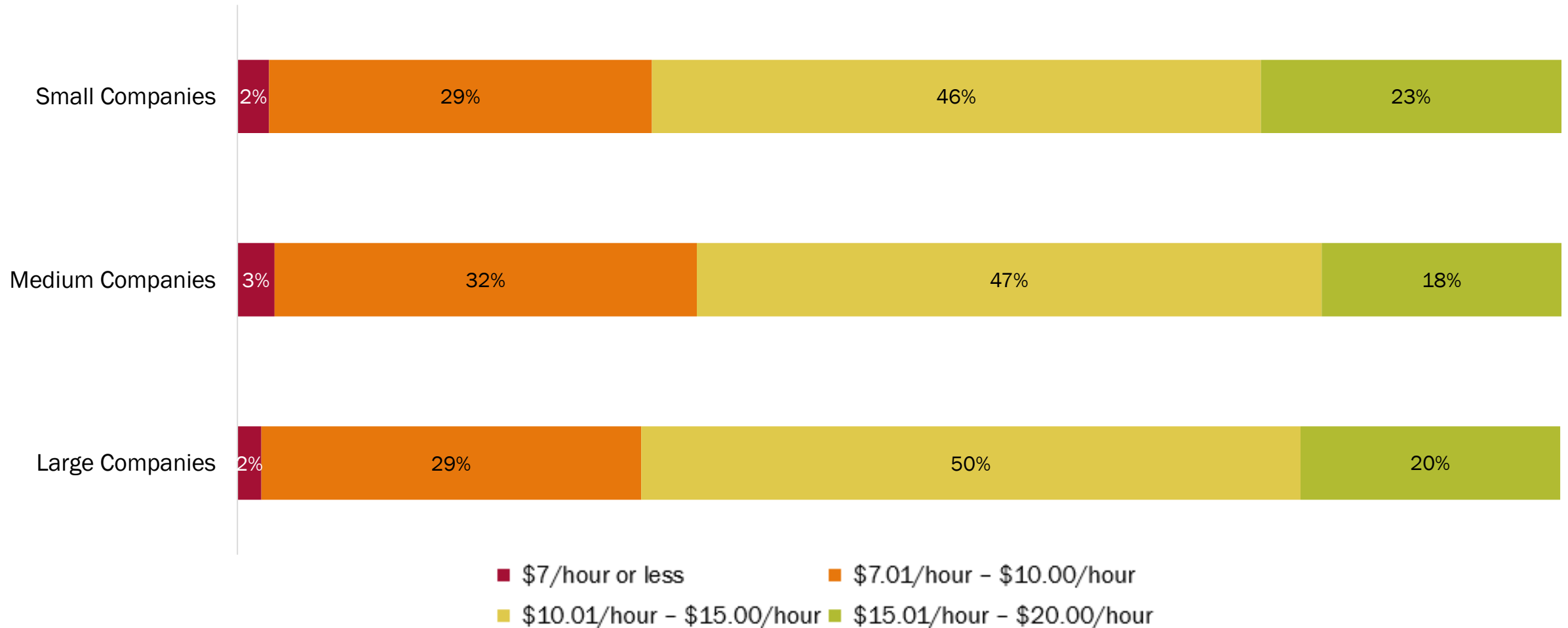


A8. What percentage of your company's low-wage workforce and total workforce consist of part-time employees?



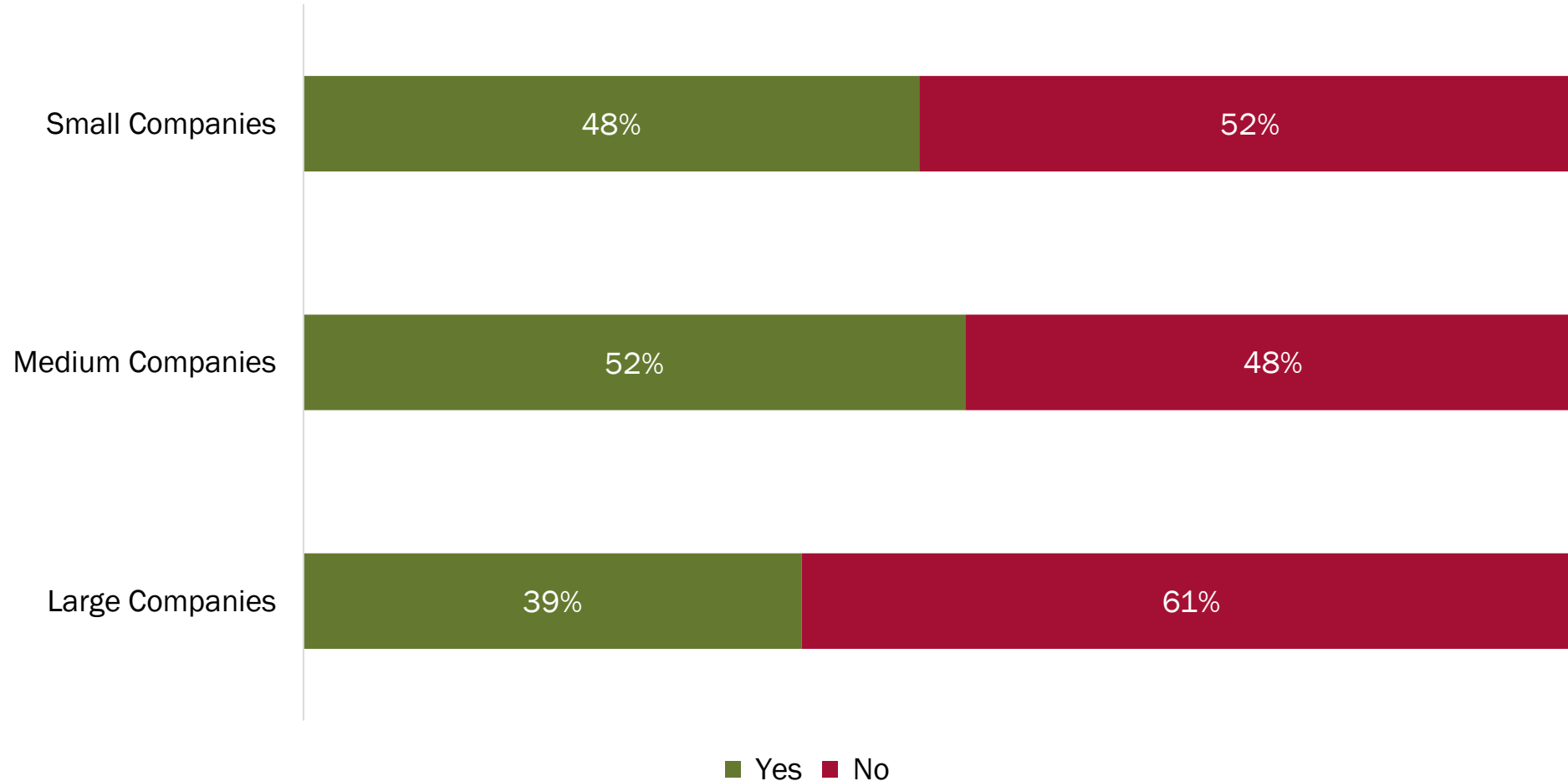
Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A9. What is the average hourly wage of your low-wage employees?



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A10. Prior to COVID-19, in January 2020, were you primarily employed in a human resources function?

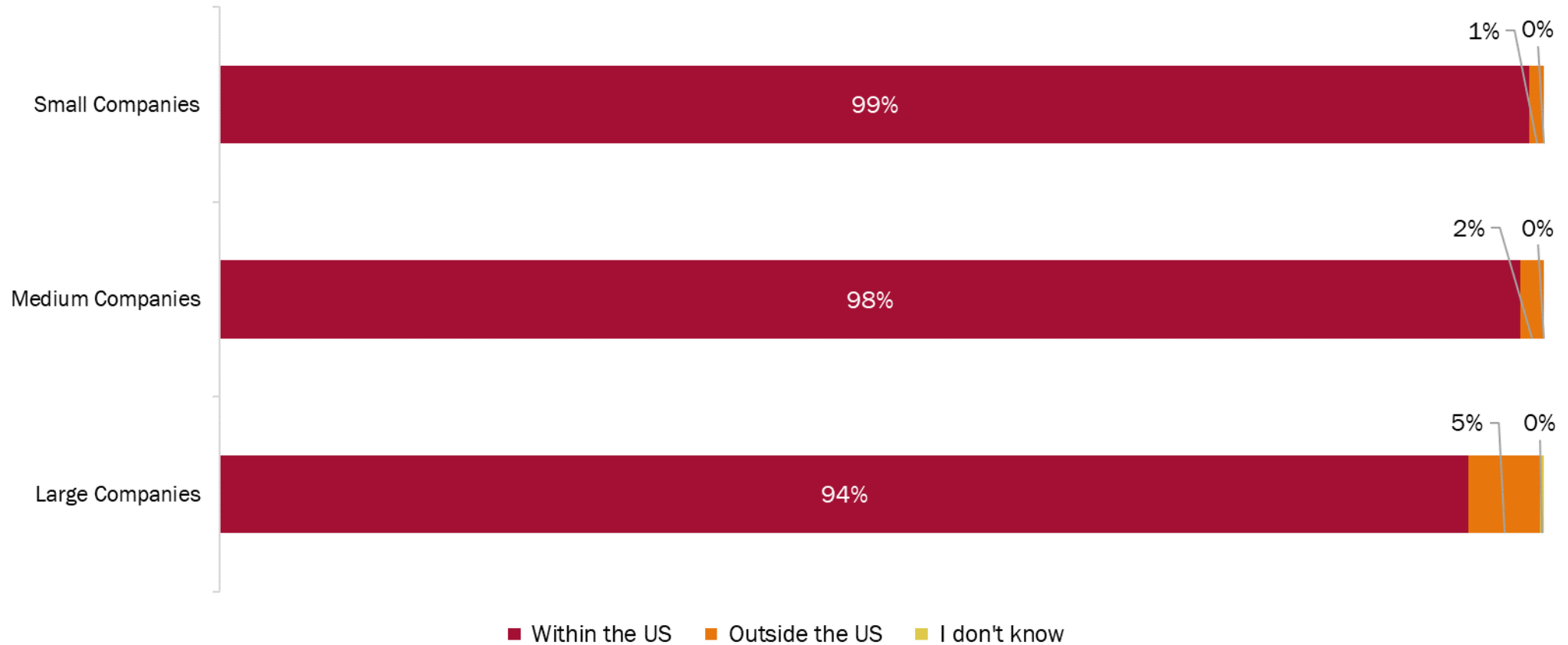


Survey Population

Company Headquarters

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A11. Prior to COVID-19, in January 2020, was your company's headquarters located within the US or outside the US?

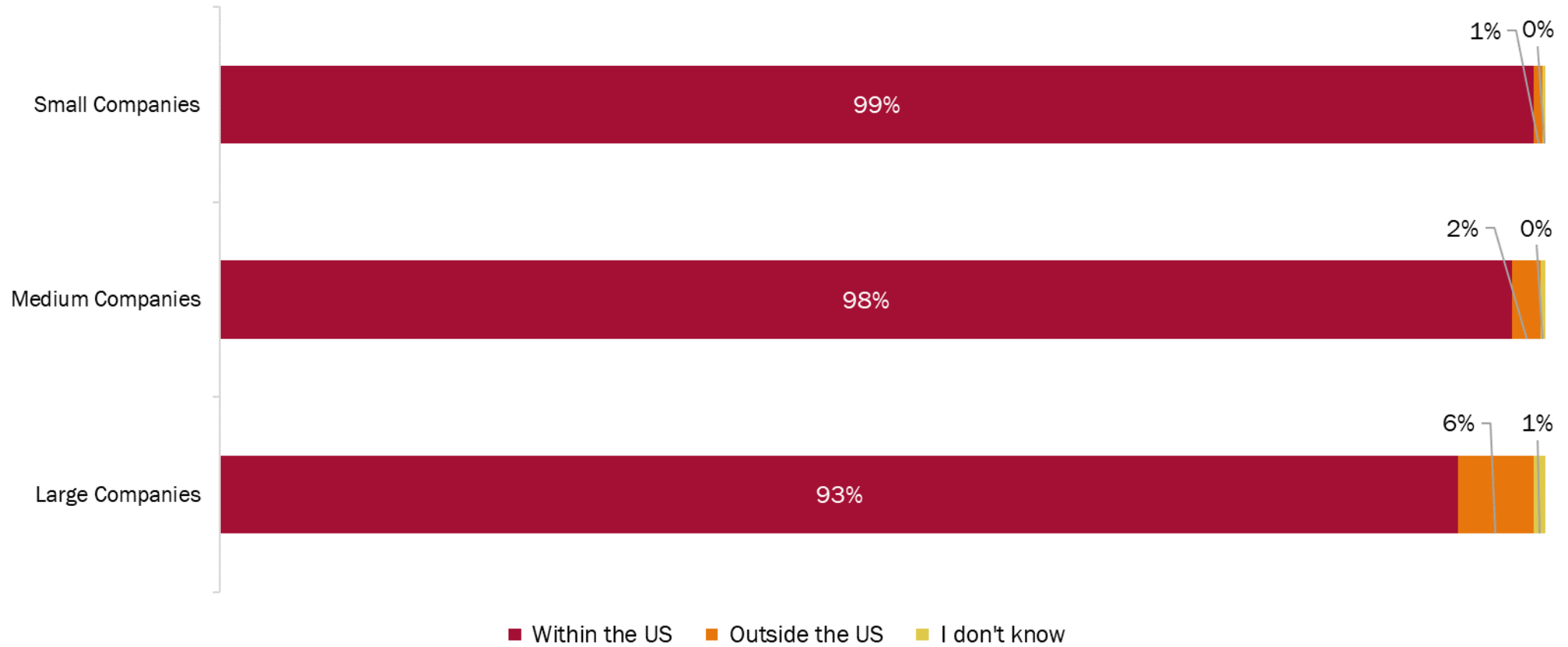


Survey Population

Employee Location

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A12. Prior to COVID-19, in January 2020, were the majority of your company's employees located within the US or outside the US?

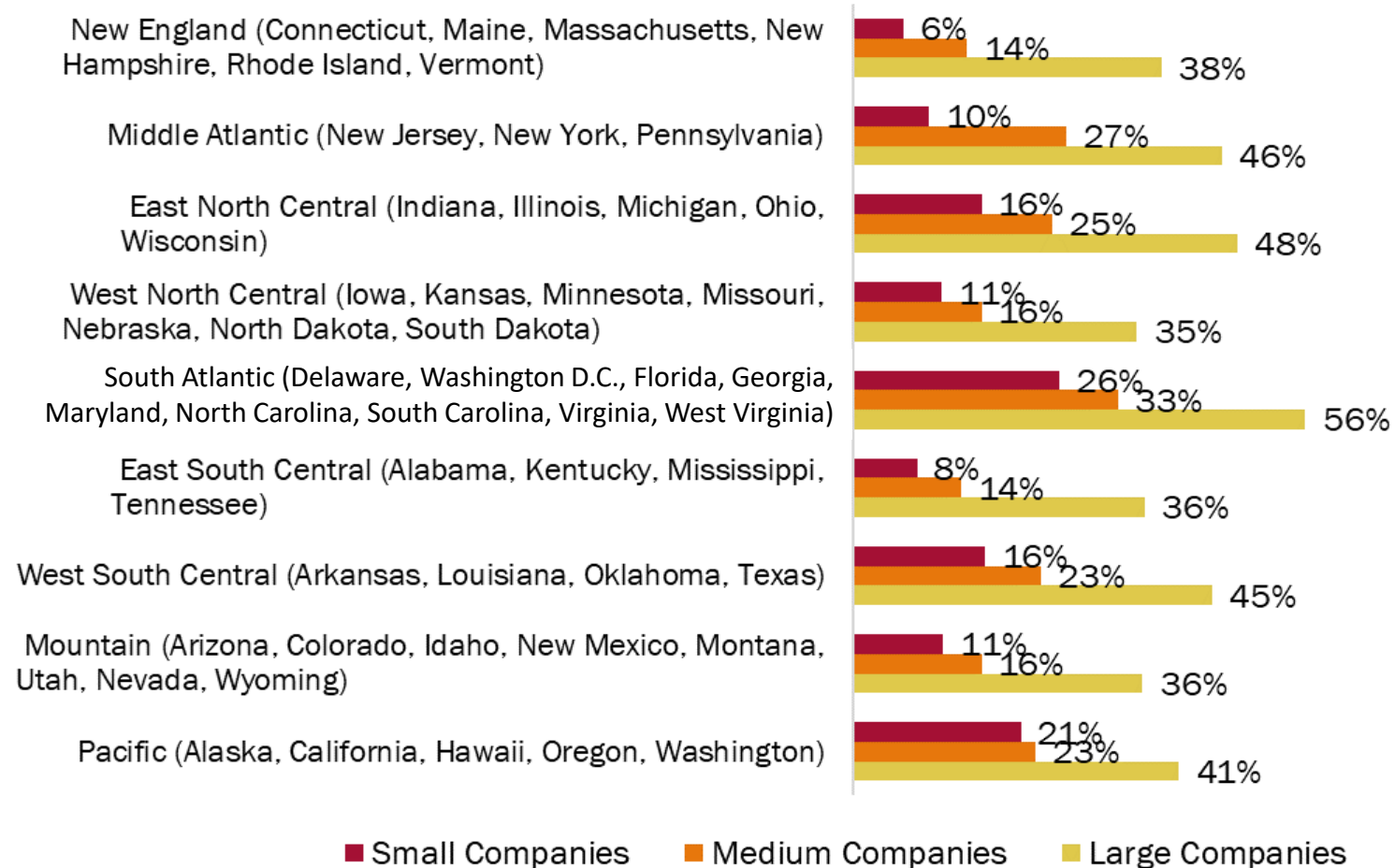


Survey Population

Geography of Low-Wage Employees

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A13. Please indicate all the regions where your company had low-wage employees prior to COVID-19, in January 2020:

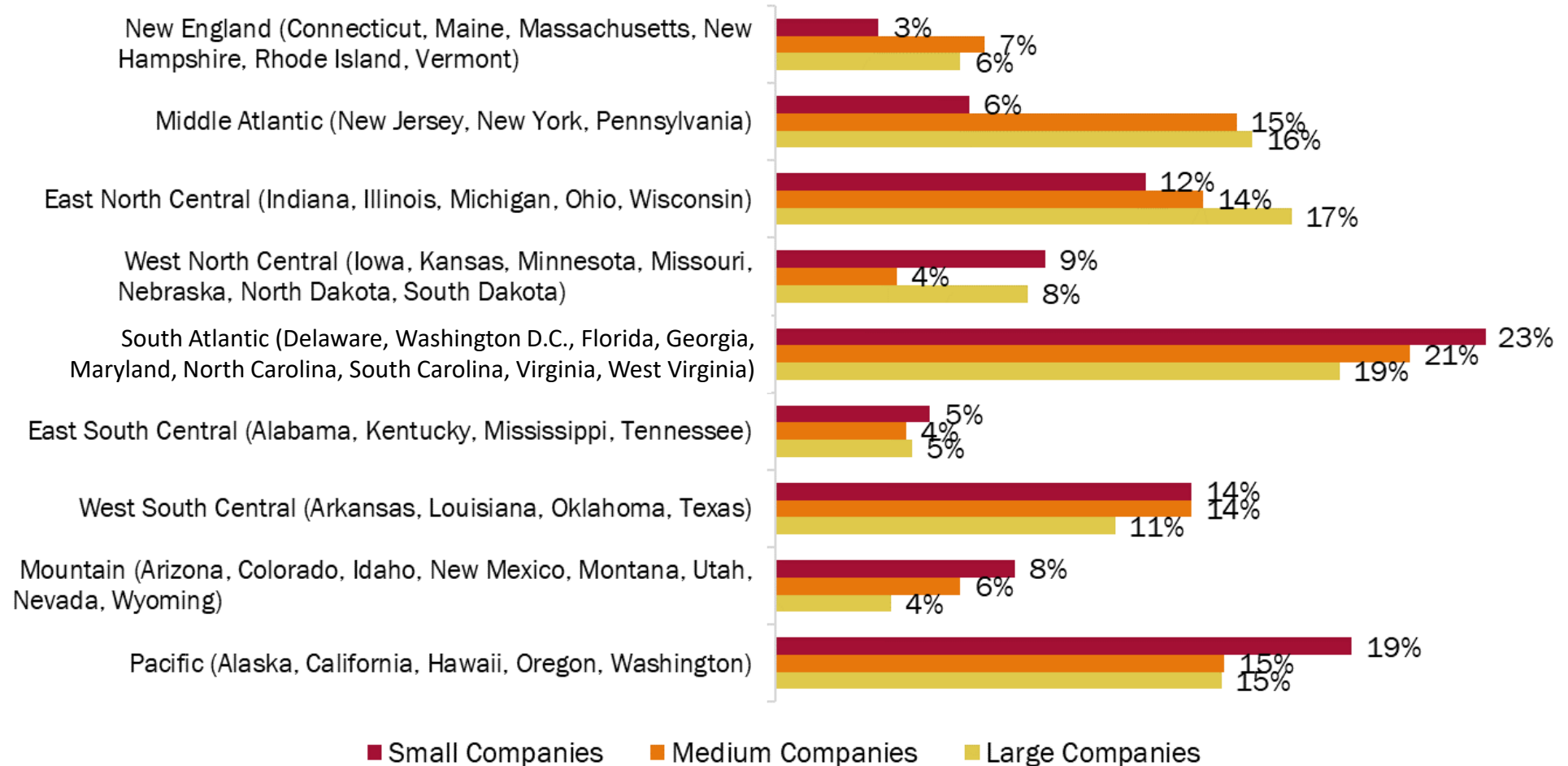


Survey Population

Geography of Company Headquarters

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A14. Please indicate the region where your company was headquartered prior to COVID-19, in January 2020:



N = 1,120 (company is headquartered in the U.S.)

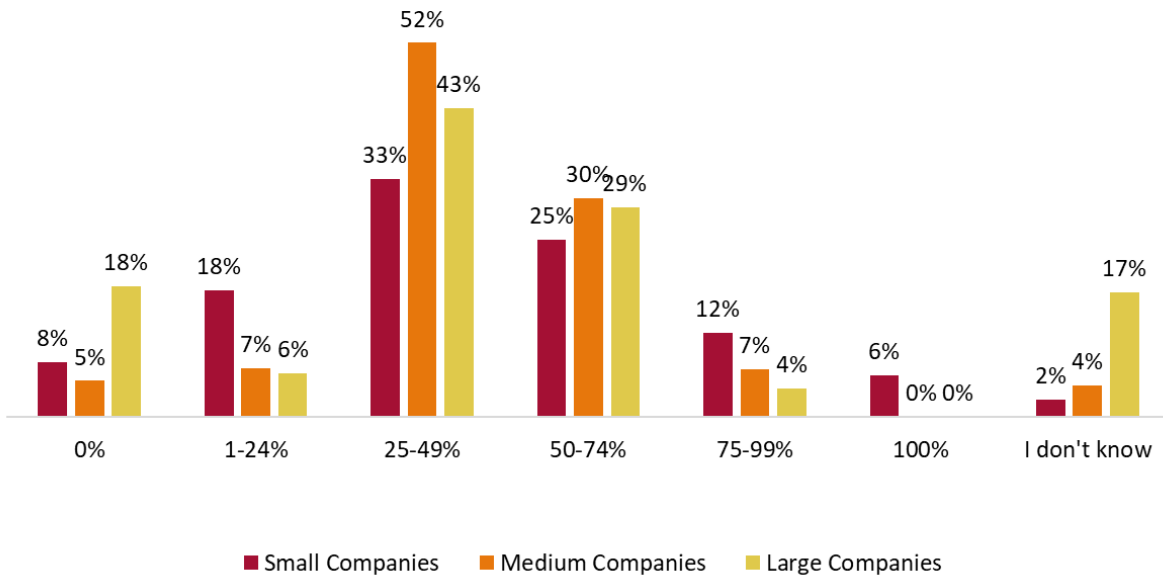
Survey Population

Gender

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

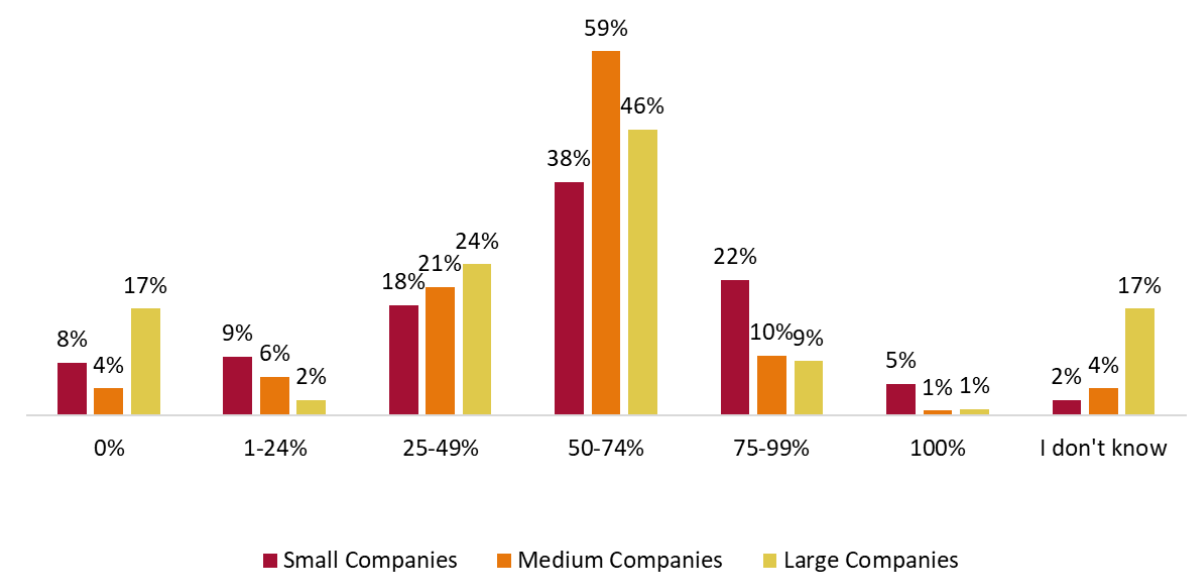
A15. What percentage of your full-time employees report the following as their gender?

Female



A15. What percentage of your full-time employees report the following as their gender?

Male



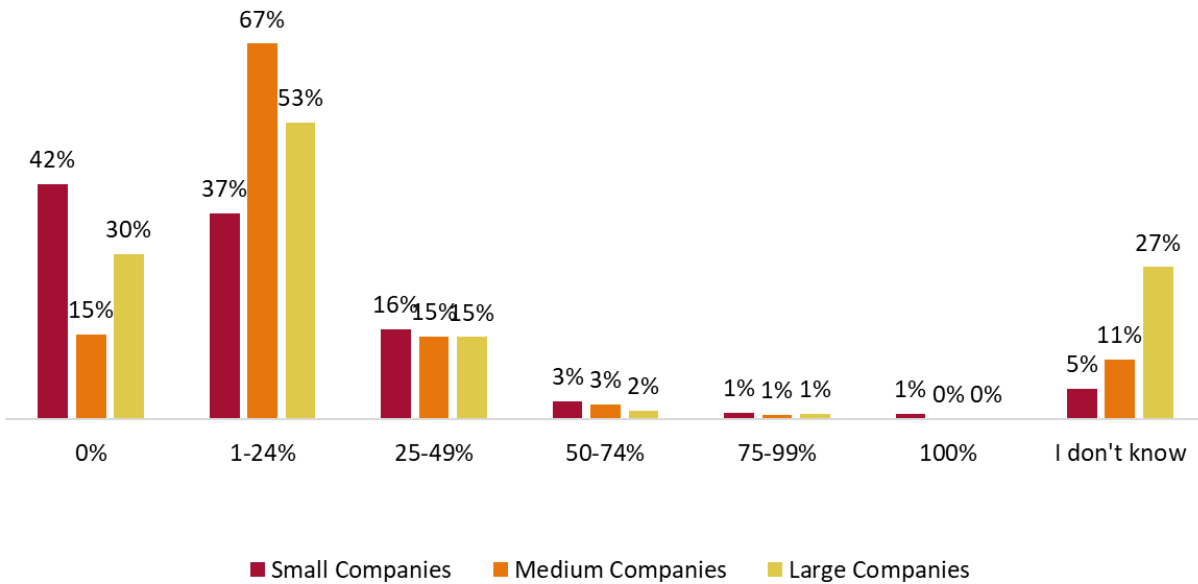
Survey Population

Race

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

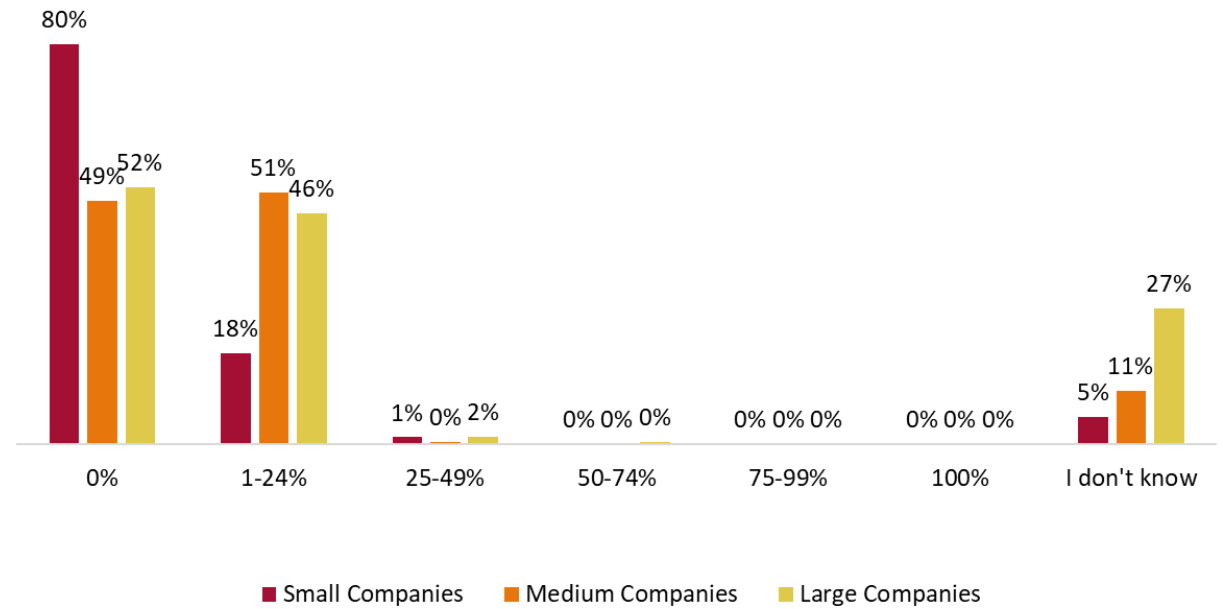
A16. What percentage of your full-time employees describe themselves as the following?

Black or African American



A16. What percentage of your full-time employees describe themselves as the following?

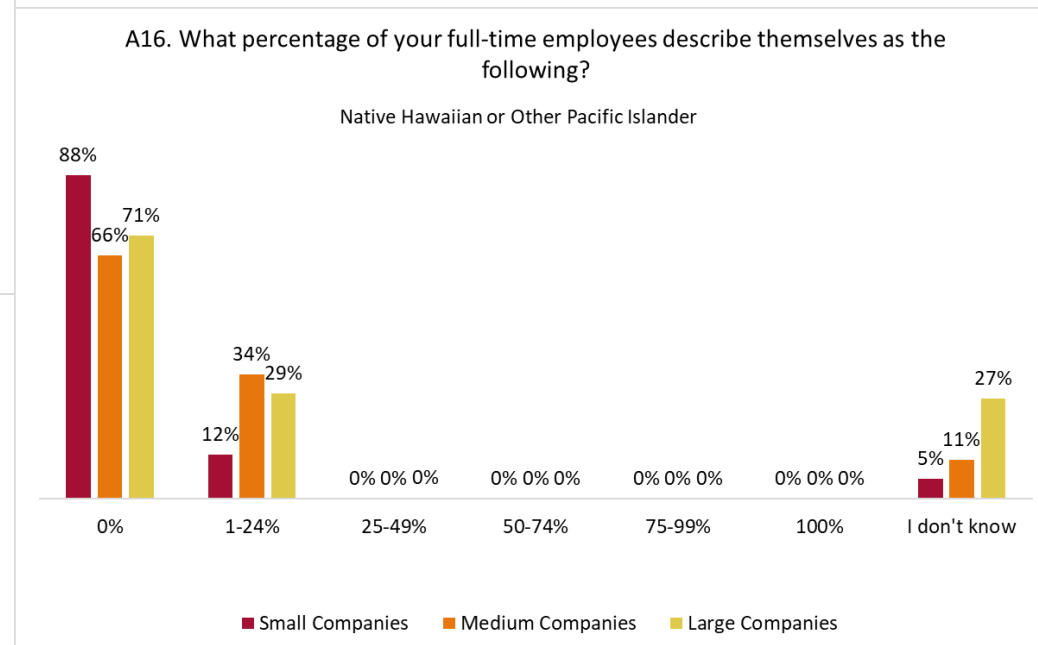
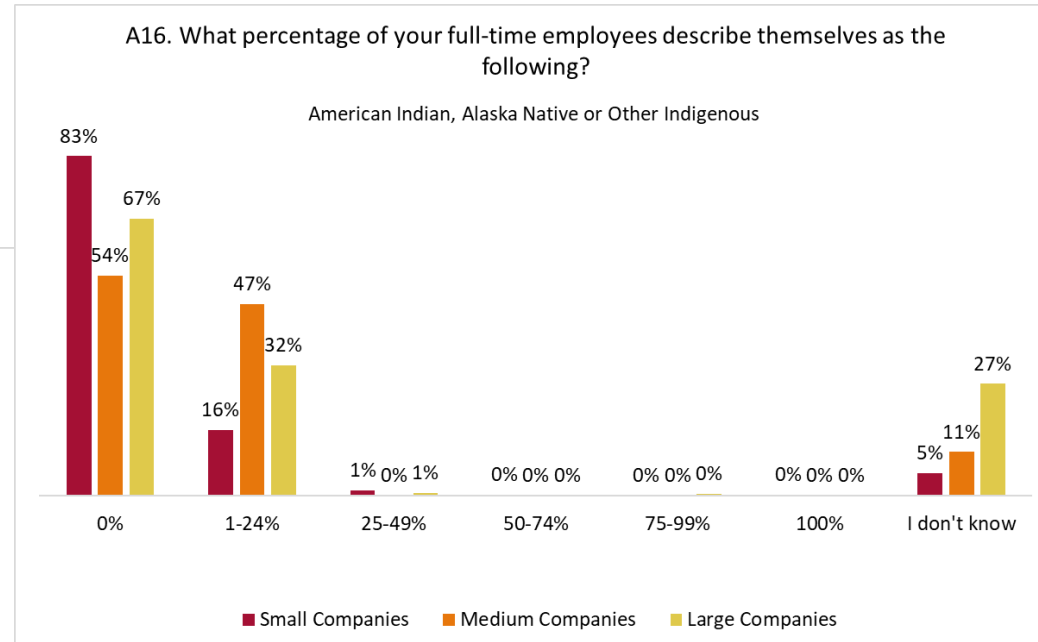
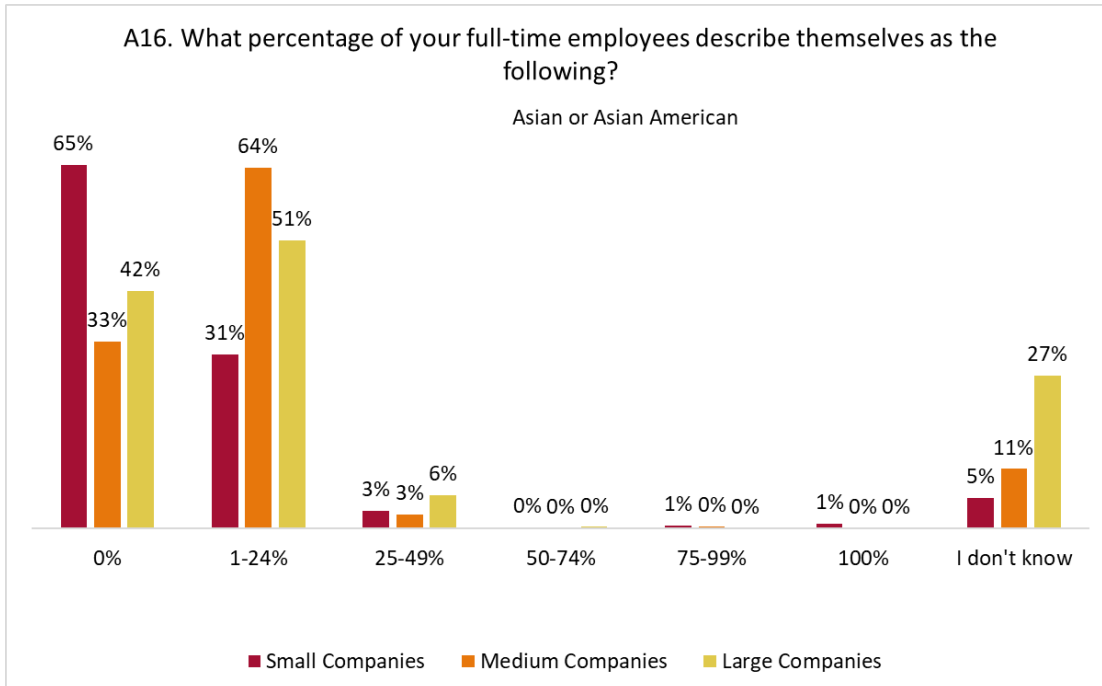
Middle Eastern or North African



Survey Population

Race cont.

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.



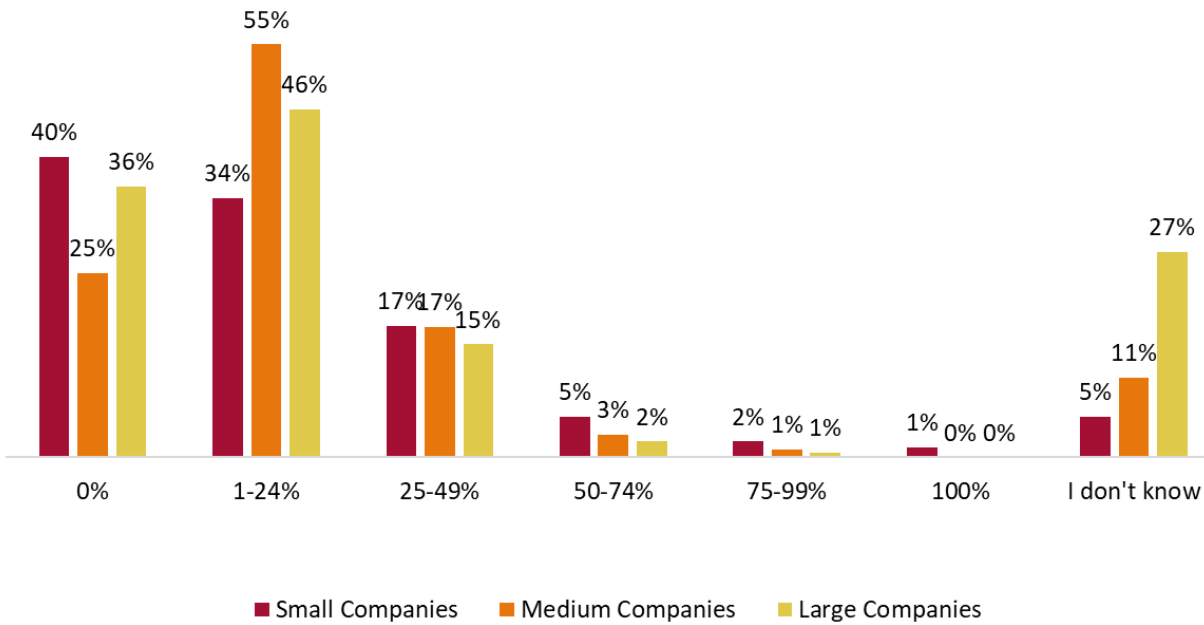
N = 1,150

Survey Population

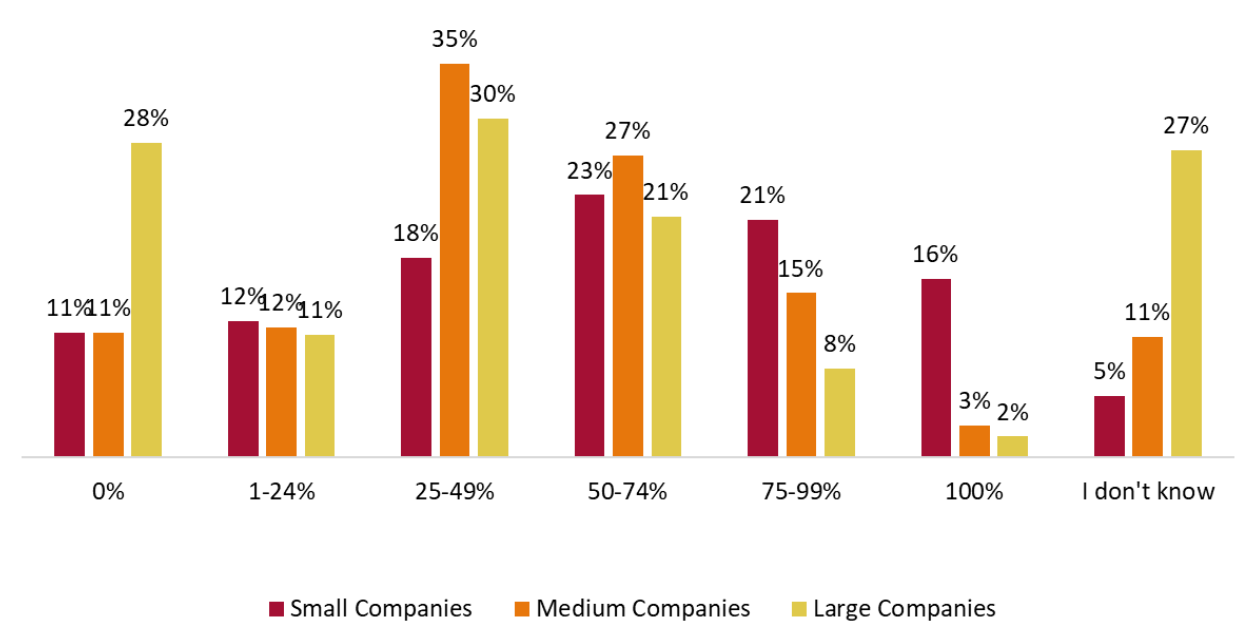
Race cont.

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A16. What percentage of your full-time employees describe themselves as the following?
Hispanic or Latino

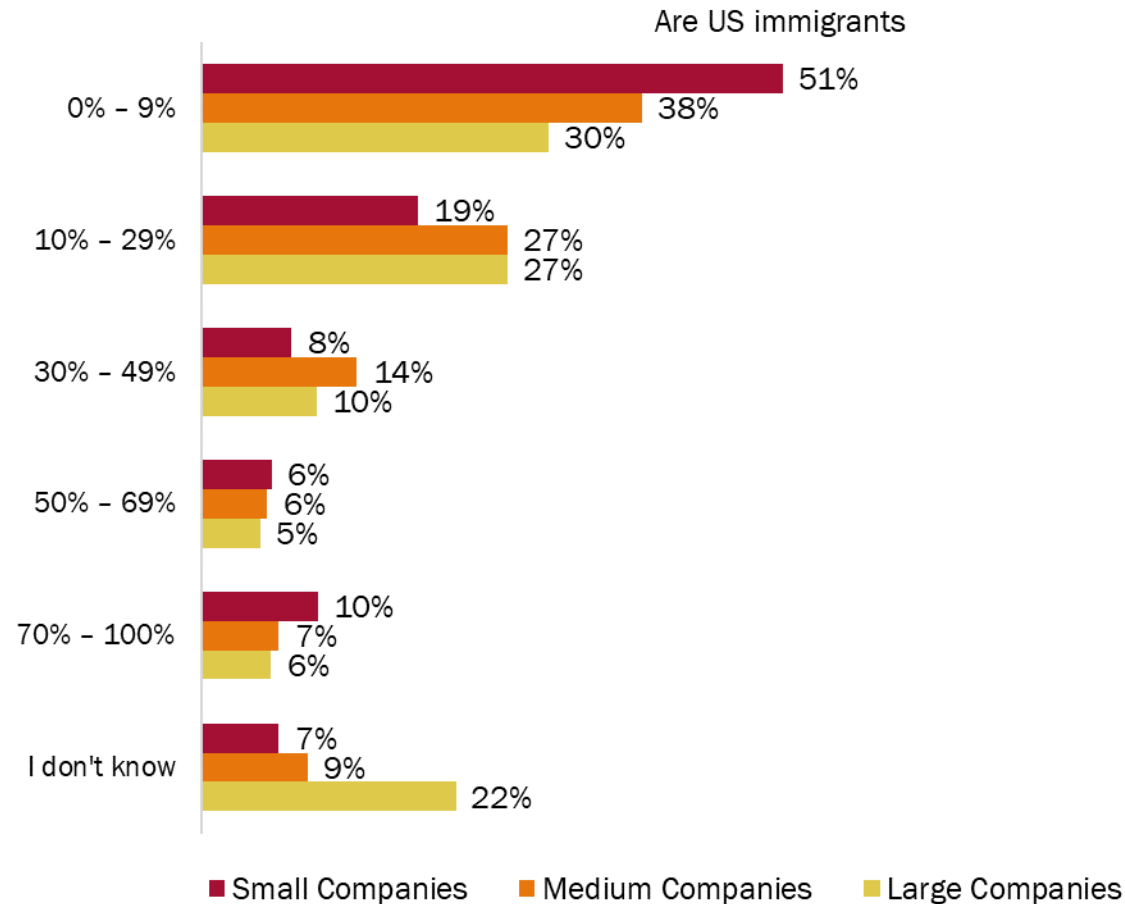


A16. What percentage of your full-time employees describe themselves as the following?
White



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

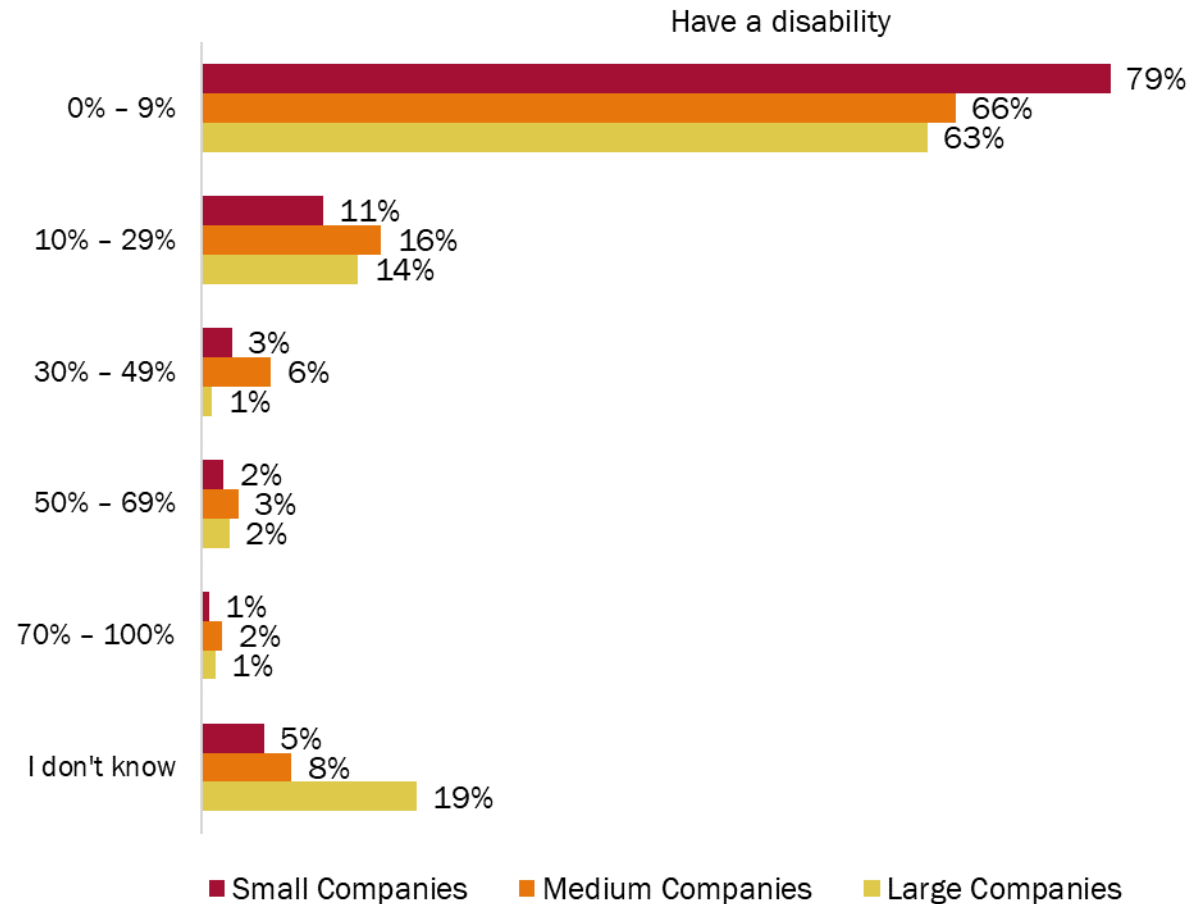
A17. In order to understand the personal challenges low-wage employees face which can inhibit upward mobility, please tell us the percentage of your full-time low-wage employees that you believe:



Survey Population
Personal Challenges

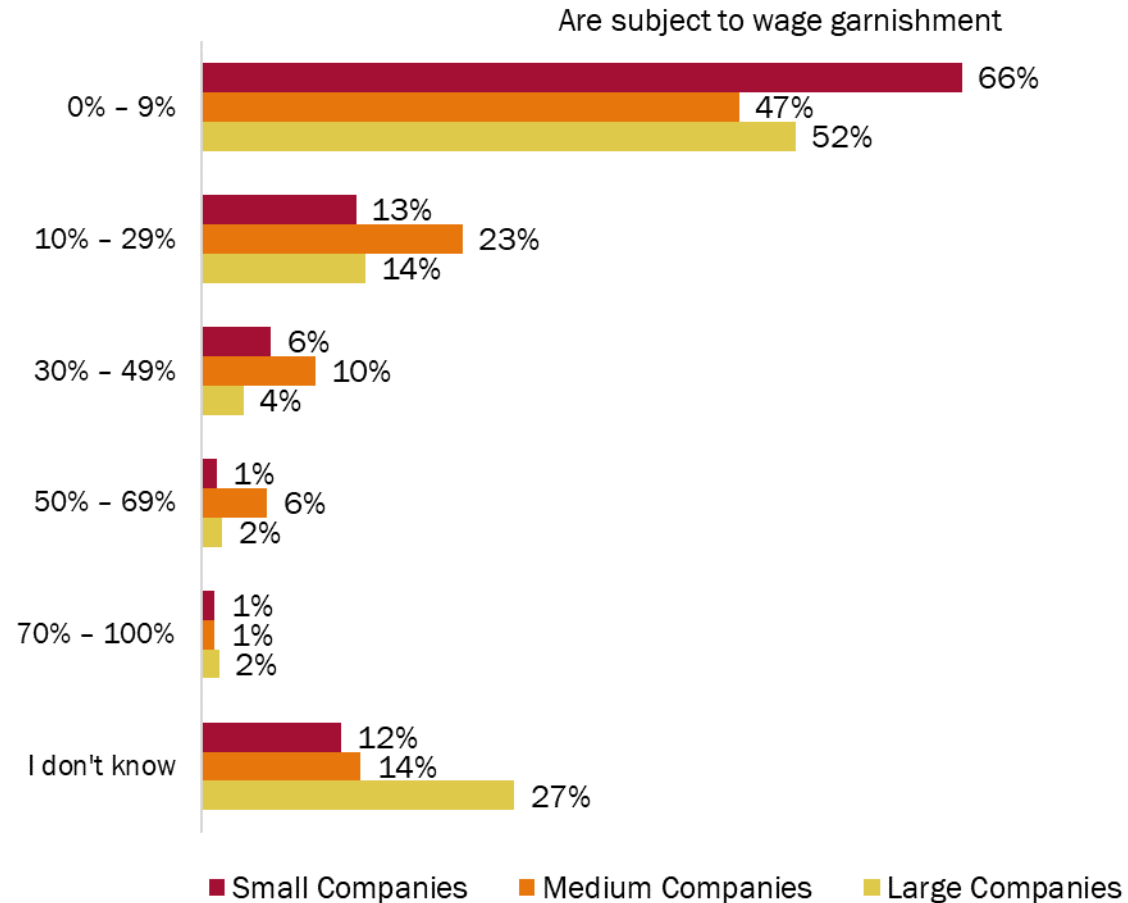
Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A17. In order to understand the personal challenges low-wage employees face which can inhibit upward mobility, please tell us the percentage of your full-time low-wage employees that you believe:



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

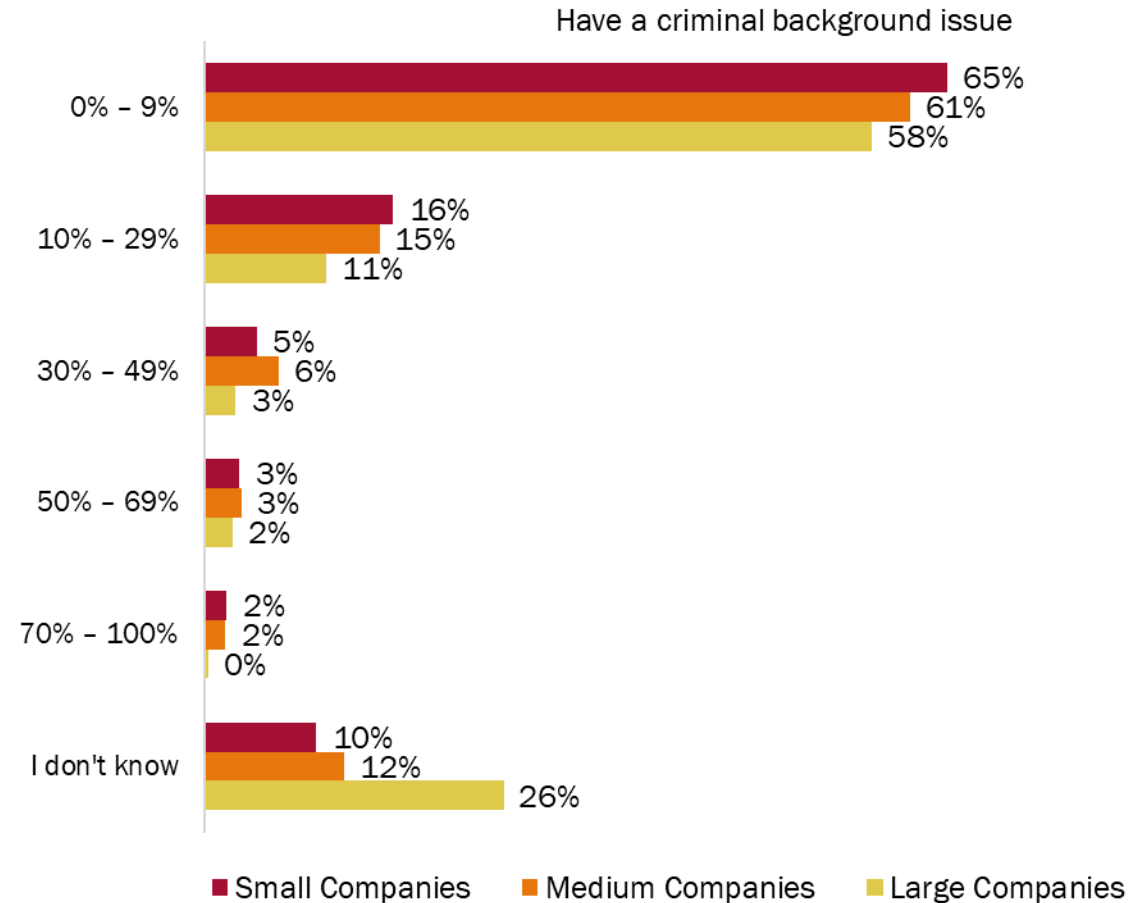
A17. In order to understand the personal challenges low-wage employees face which can inhibit upward mobility, please tell us the percentage of your full-time low-wage employees that you believe:



Survey Population
Personal Challenges

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

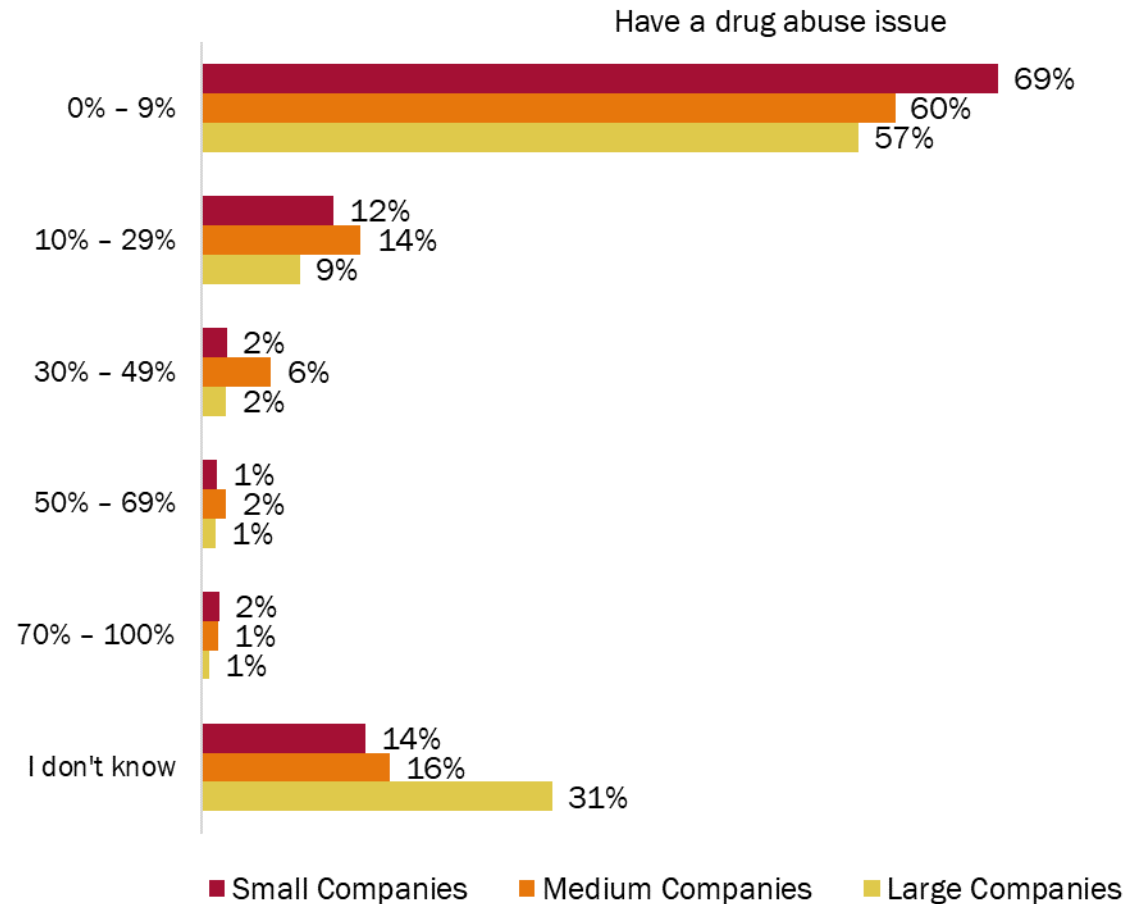
A17. In order to understand the personal challenges low-wage employees face which can inhibit upward mobility, please tell us the percentage of your full-time low-wage employees that you believe:



Survey Population
Personal Challenges

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

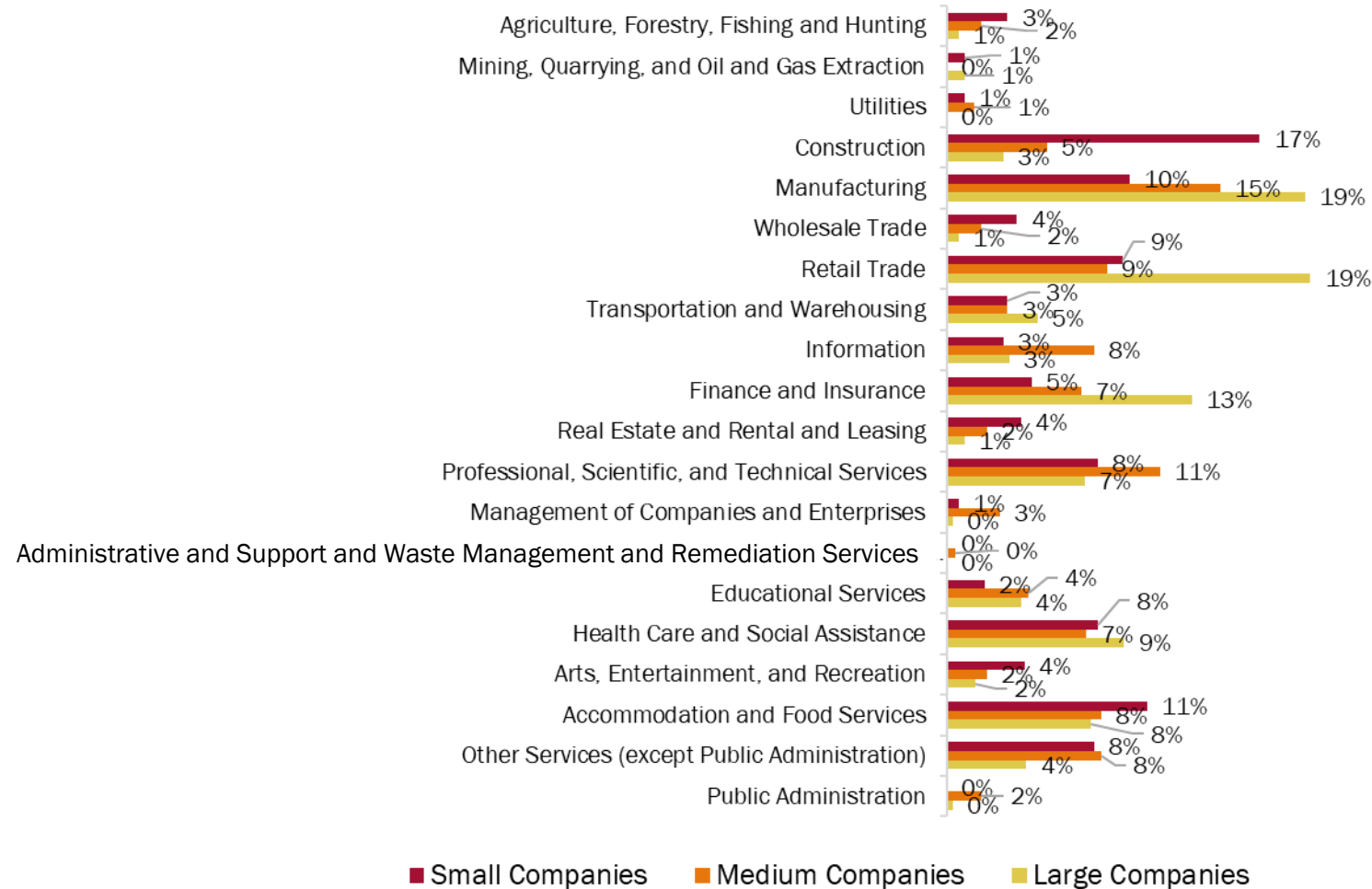
A17. In order to understand the personal challenges low-wage employees face which can inhibit upward mobility, please tell us the percentage of your full-time low-wage employees that you believe:



Survey Population Industry

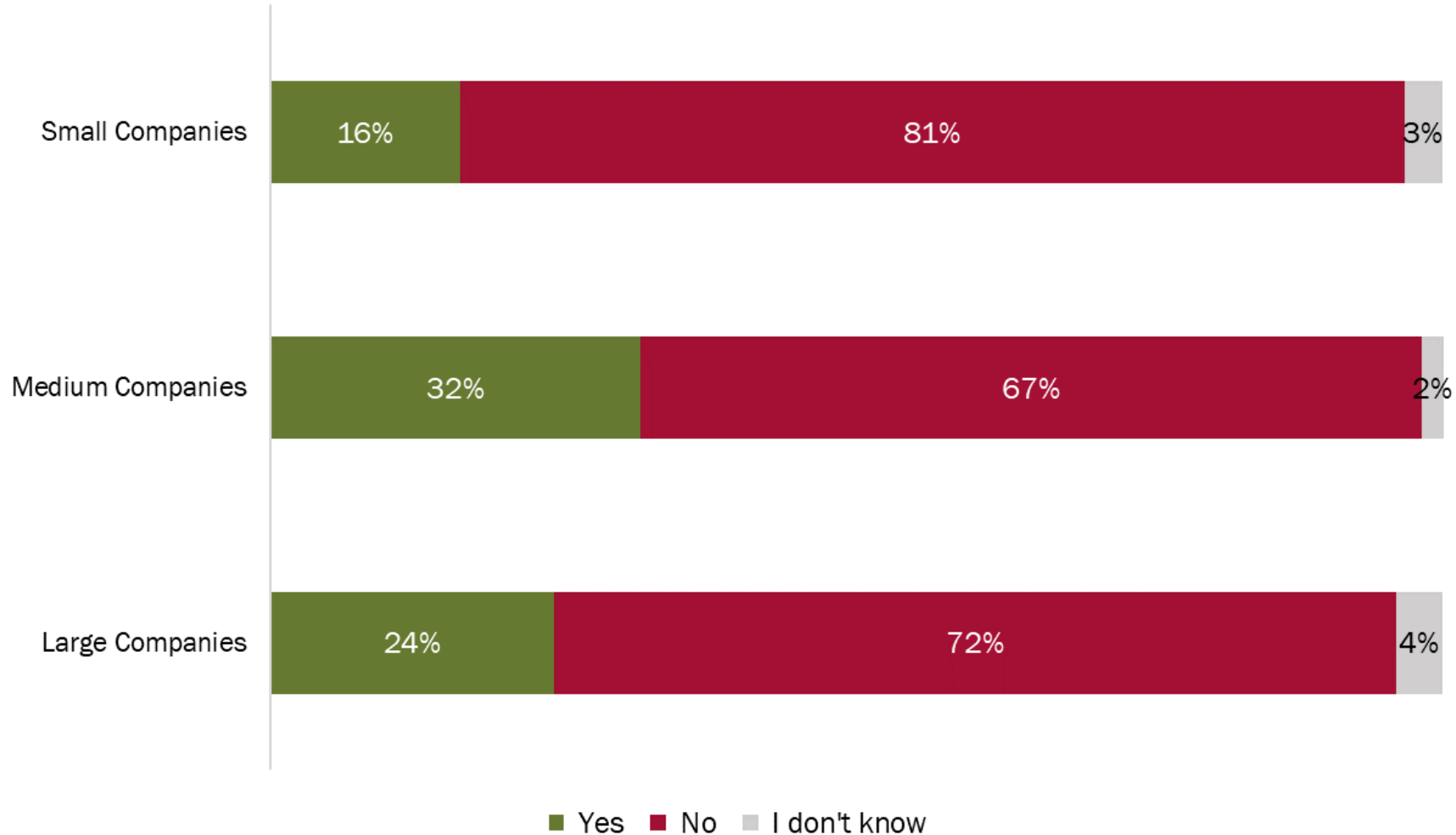
Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A18. What best describes your primary industry?



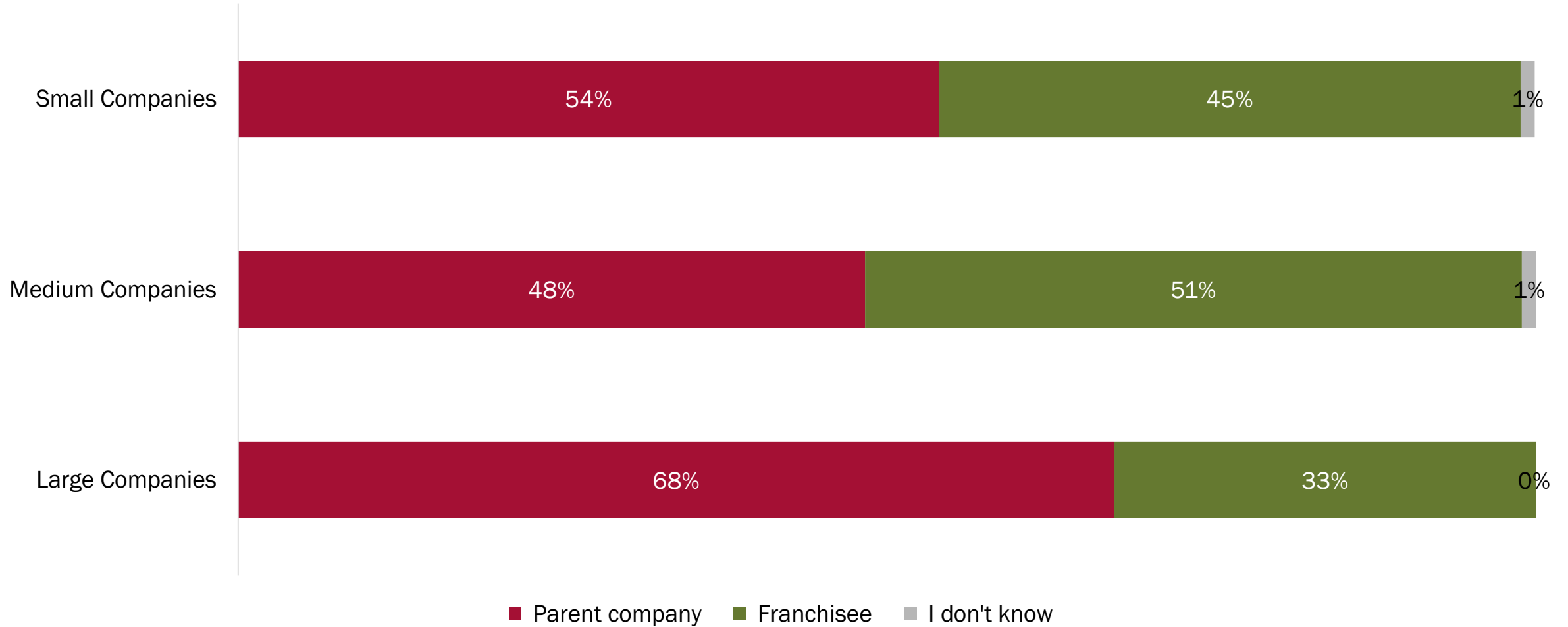
Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

A19. Does your company use a franchise model?



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

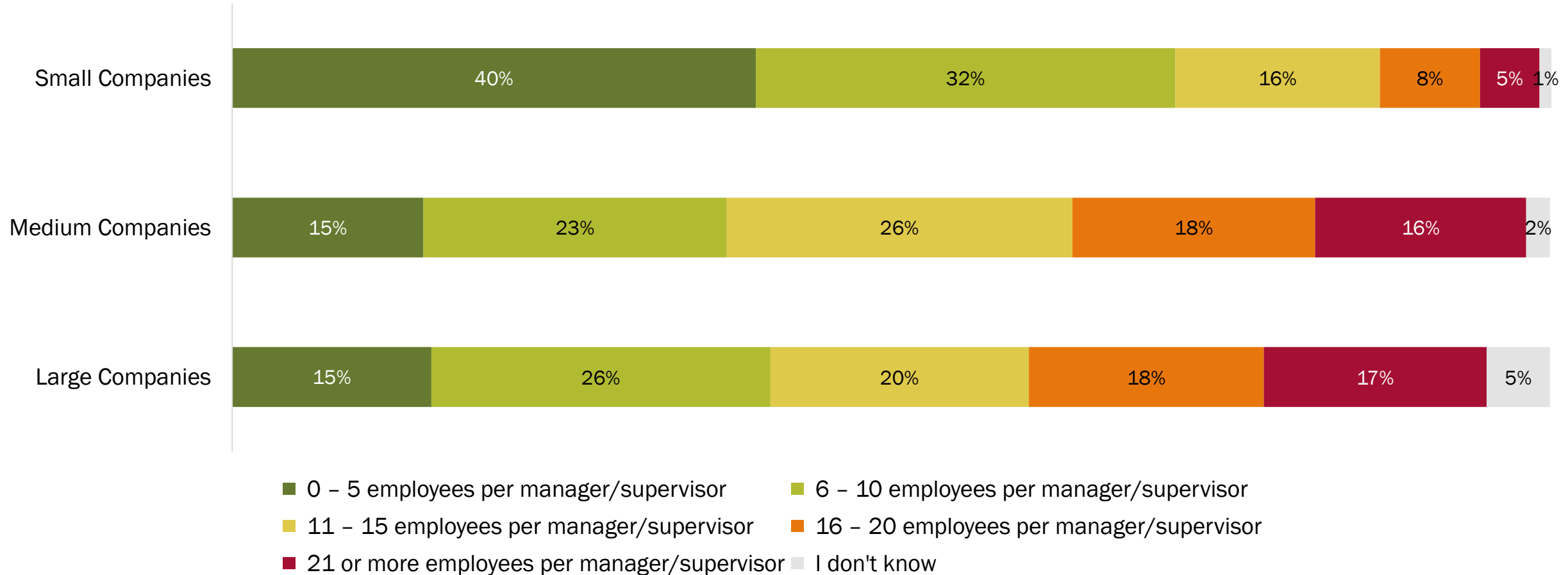
A20. Is your company the parent company or the franchisee?



N = 256 (company uses a franchise model)

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

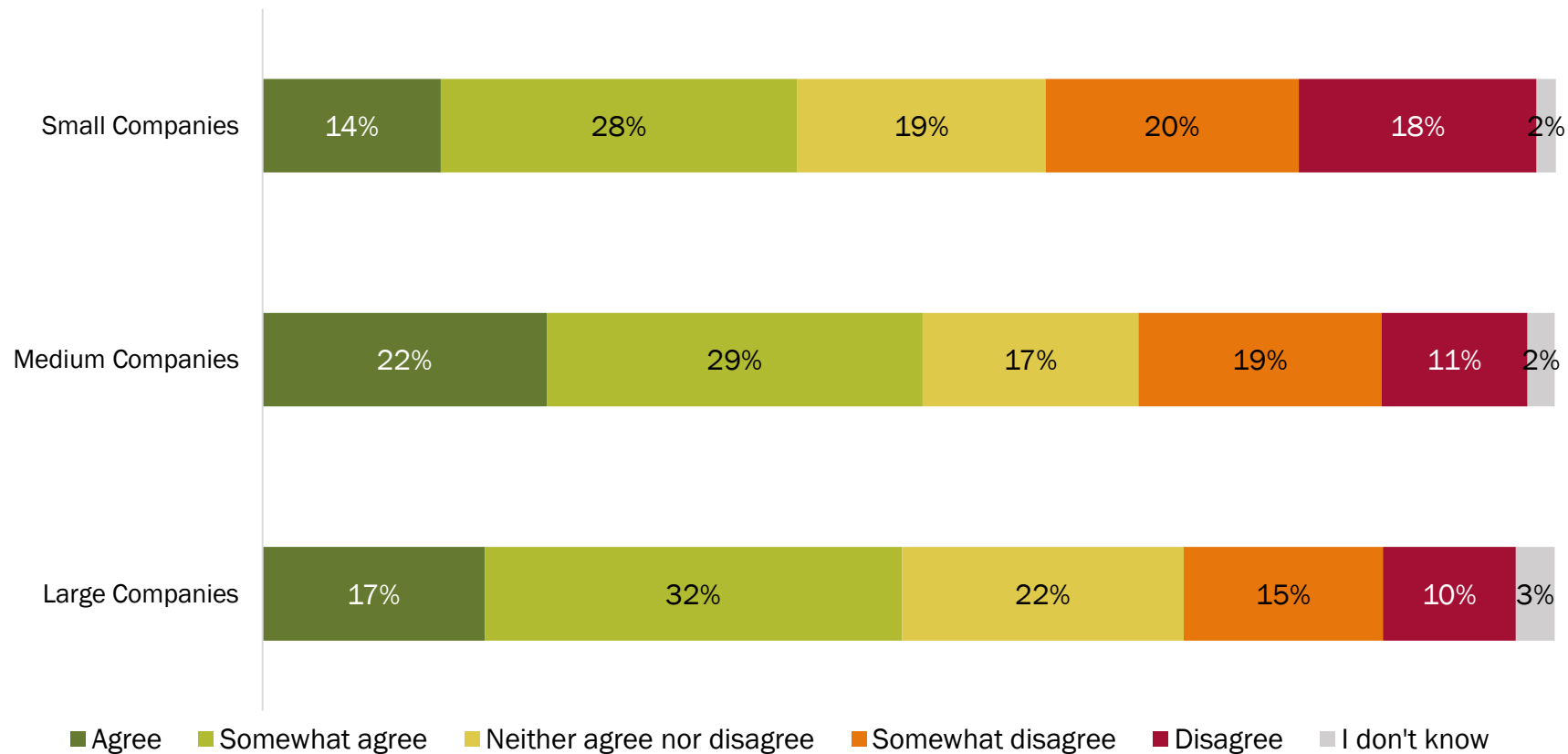
A21. For managers/supervisors who supervise low-wage employees, what is the average number of low-wage employees that each manager/supervisor supervises?



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B1. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

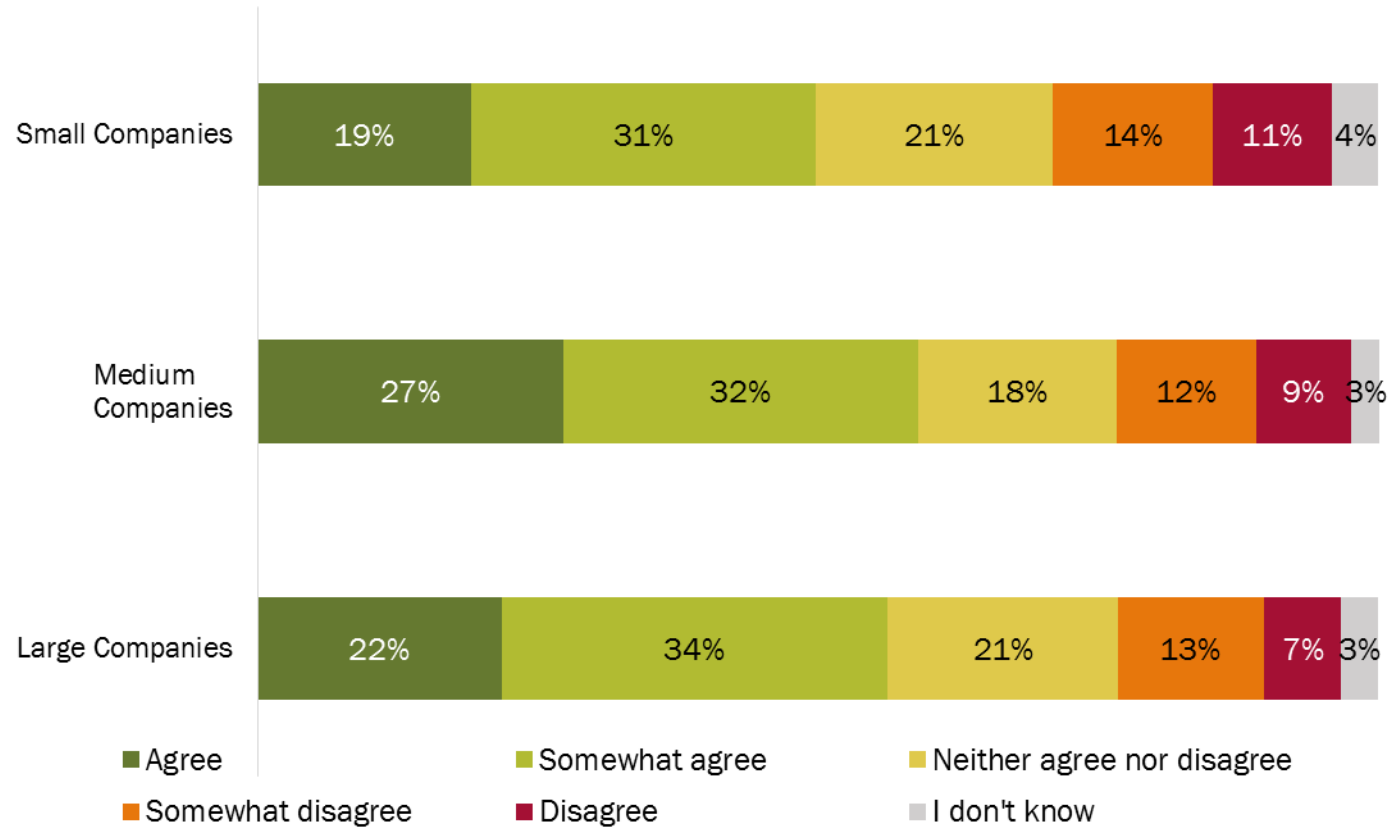
B1R1. Low-wage employees don't have reliable transportation to and from work



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B1. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B1R2. Low-wage employees don't have reliable caregiving options for looking after family



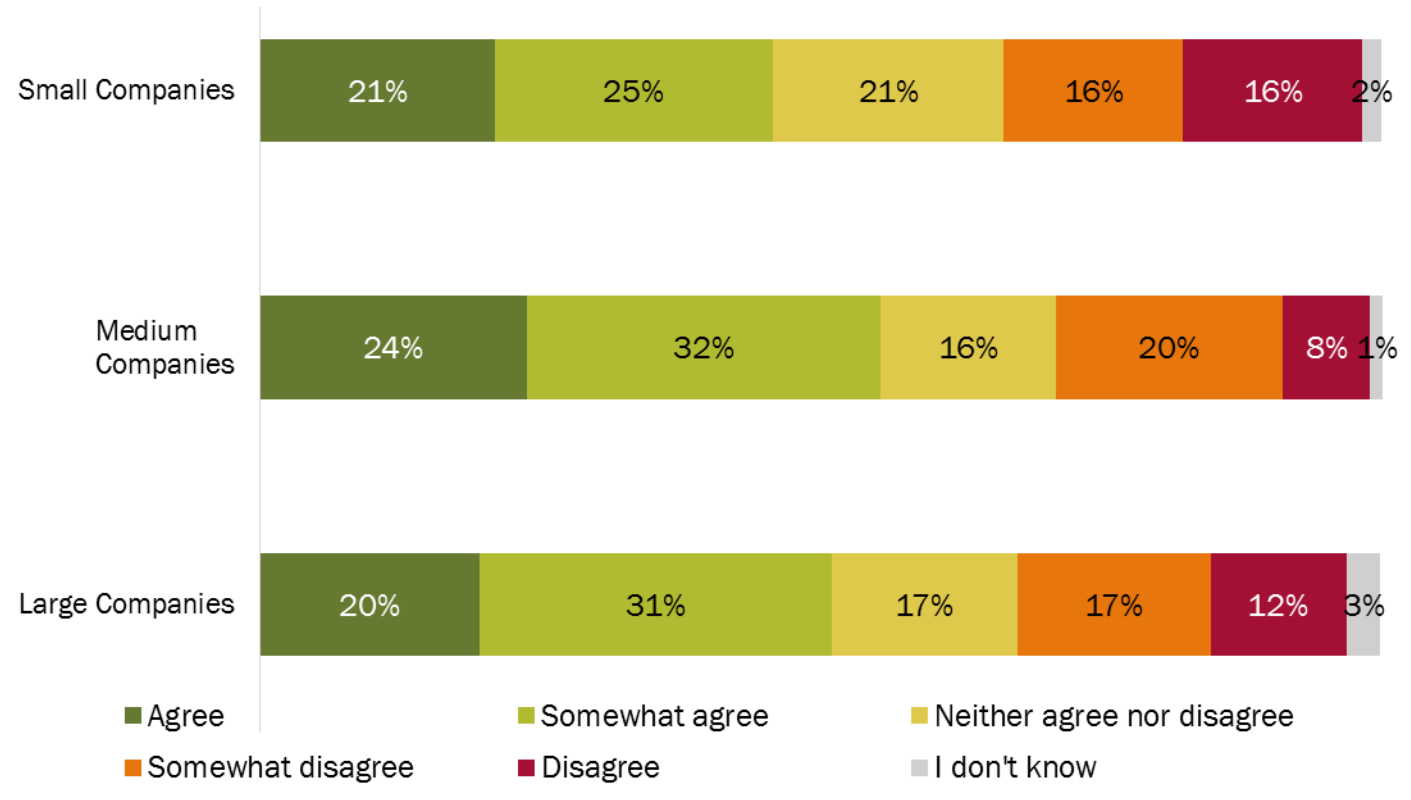
Awareness and Attitudes

Personal Circumstances

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B1. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B1R3. Low-wage employees don't feel comfortable asking their manager/supervisor for assistance when they have personal circumstances preventing them from moving up (e.g., cannot afford training costs, cannot make their shift due to sick family member)

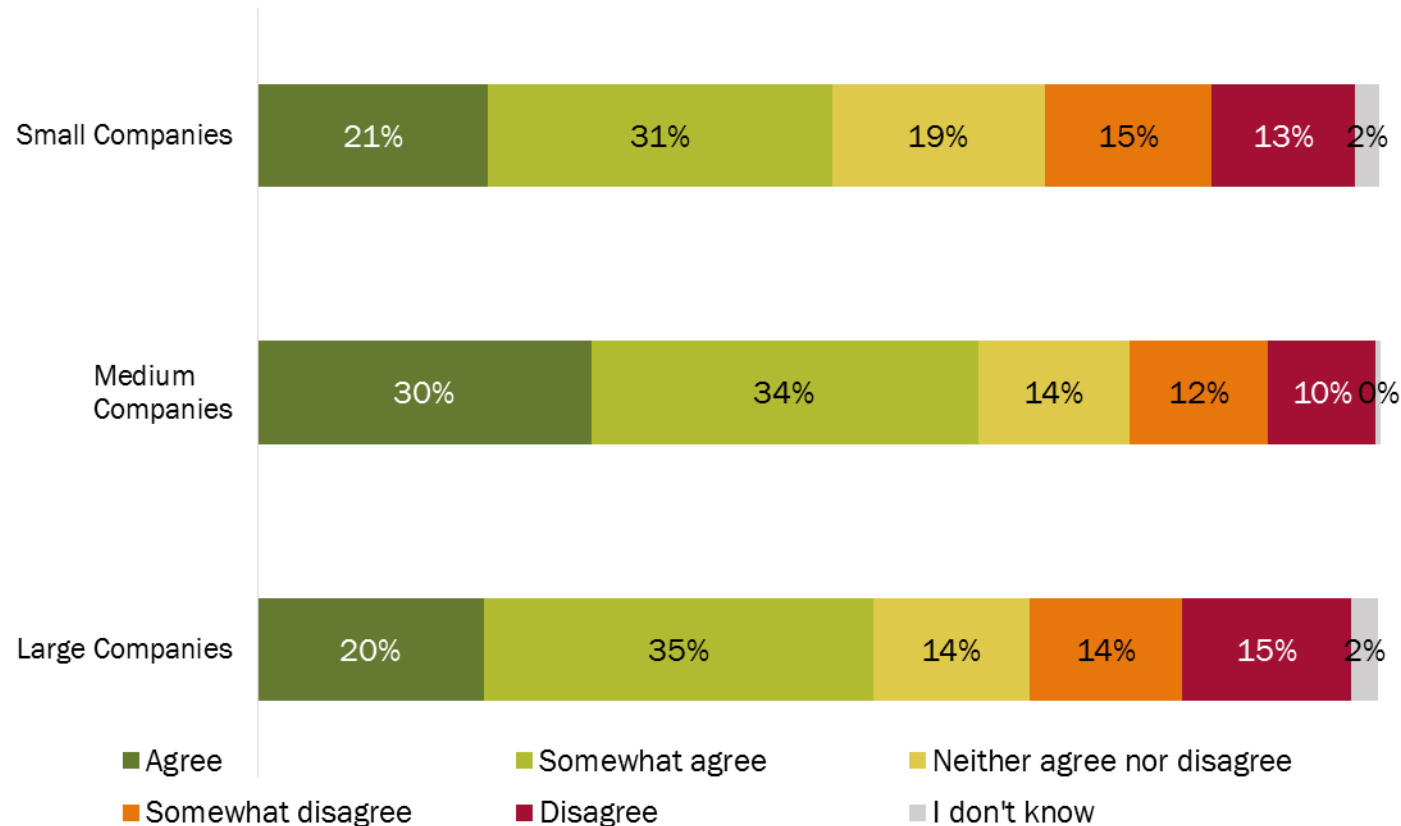


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B1. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

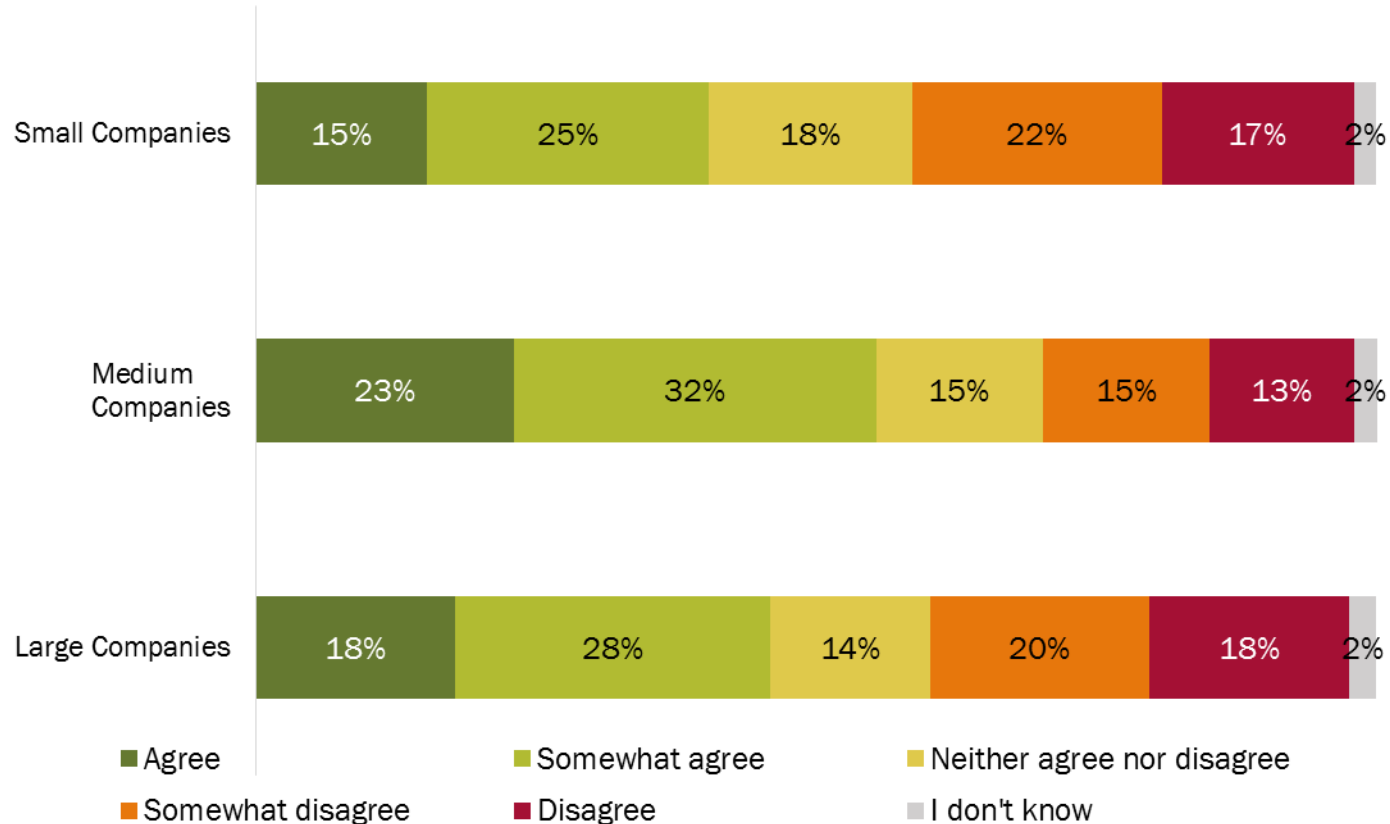
B1R4. Low-wage employees cannot afford the upfront costs for actions they need to take to move up (e.g., training fees, relocation costs)



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B1. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

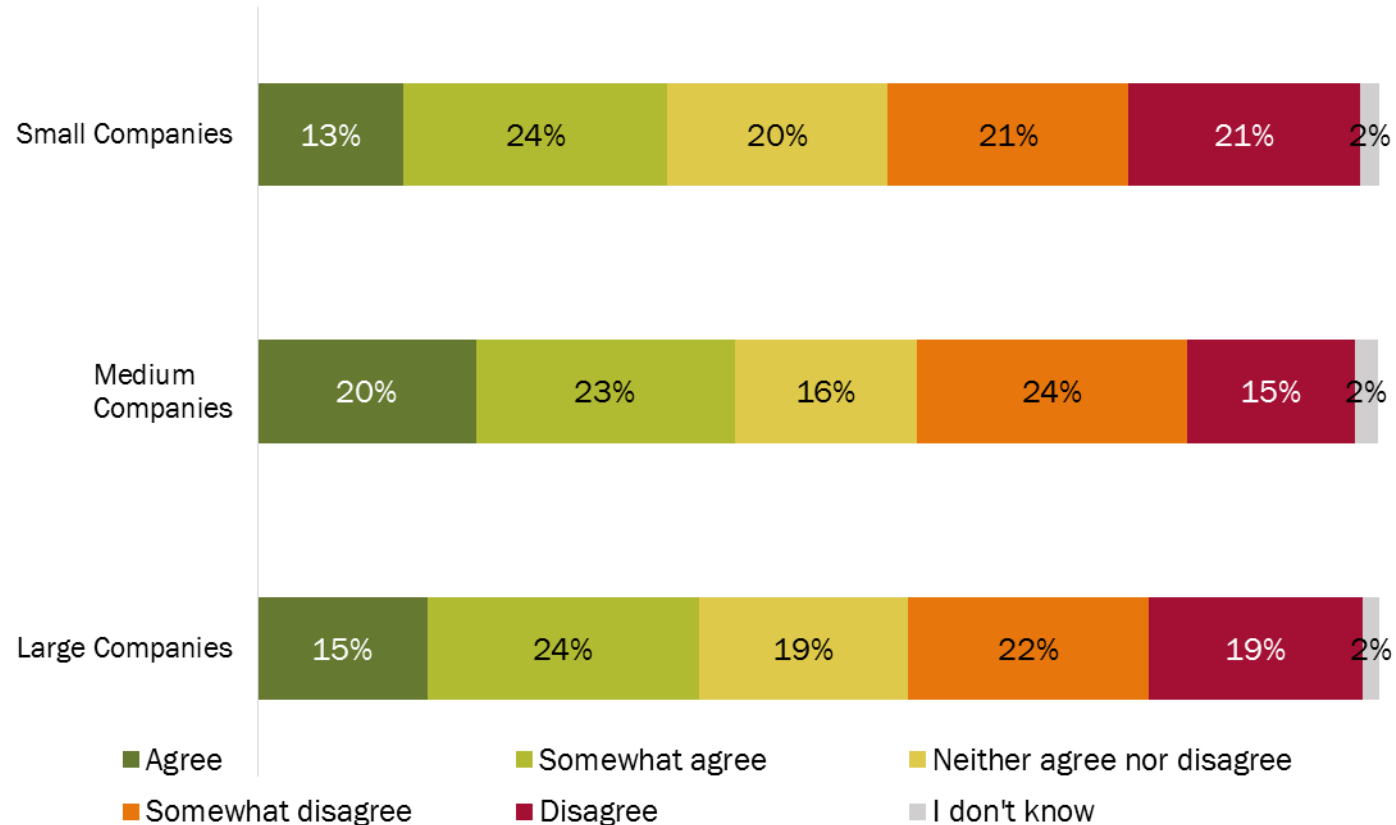
B1R5. Low-wage employees don't have the time needed to invest in obtaining the training, certifications, and/or skills needed to move up



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B1. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

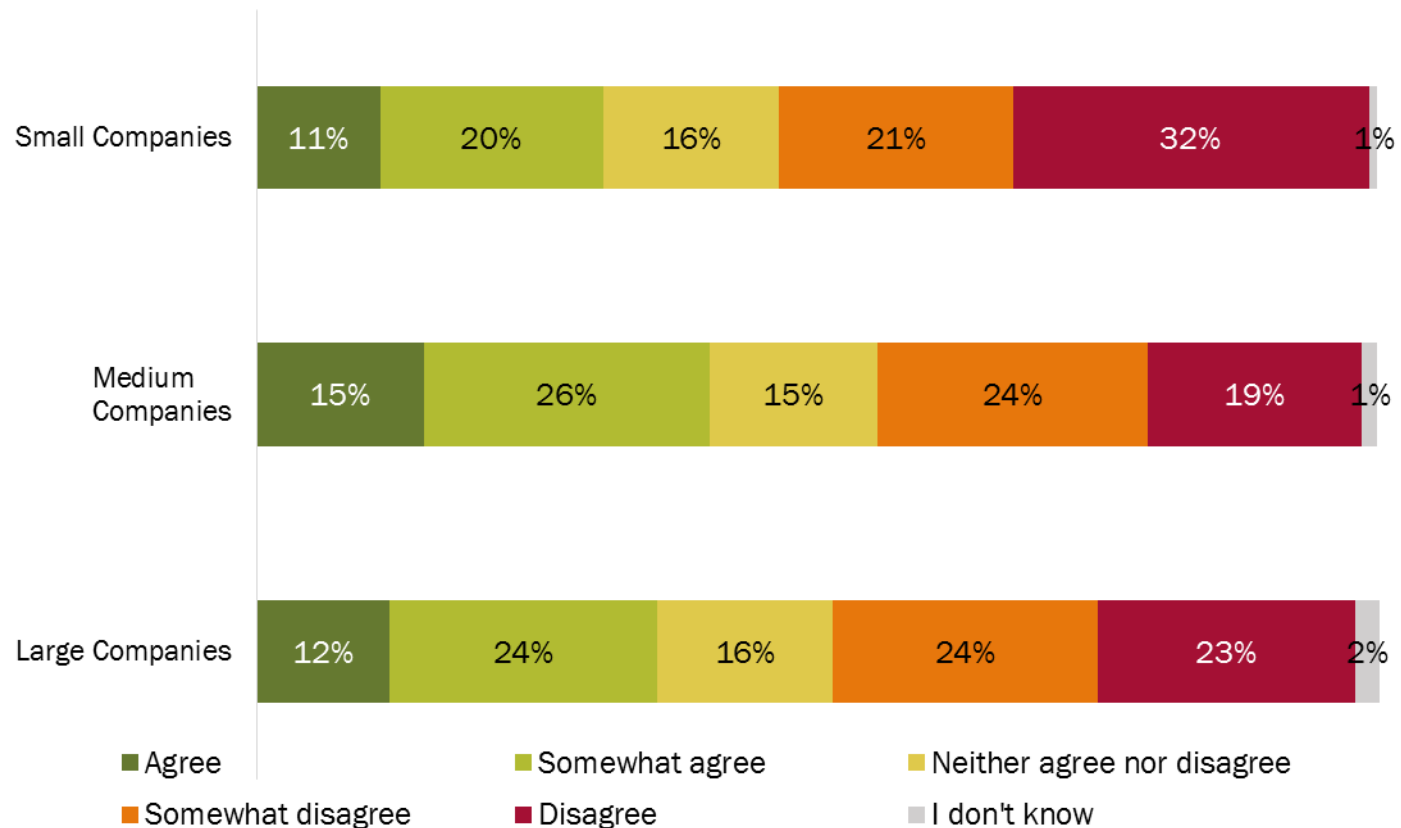
B1R6. Low-wage employees can't stay in their job long enough to move up



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B2. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

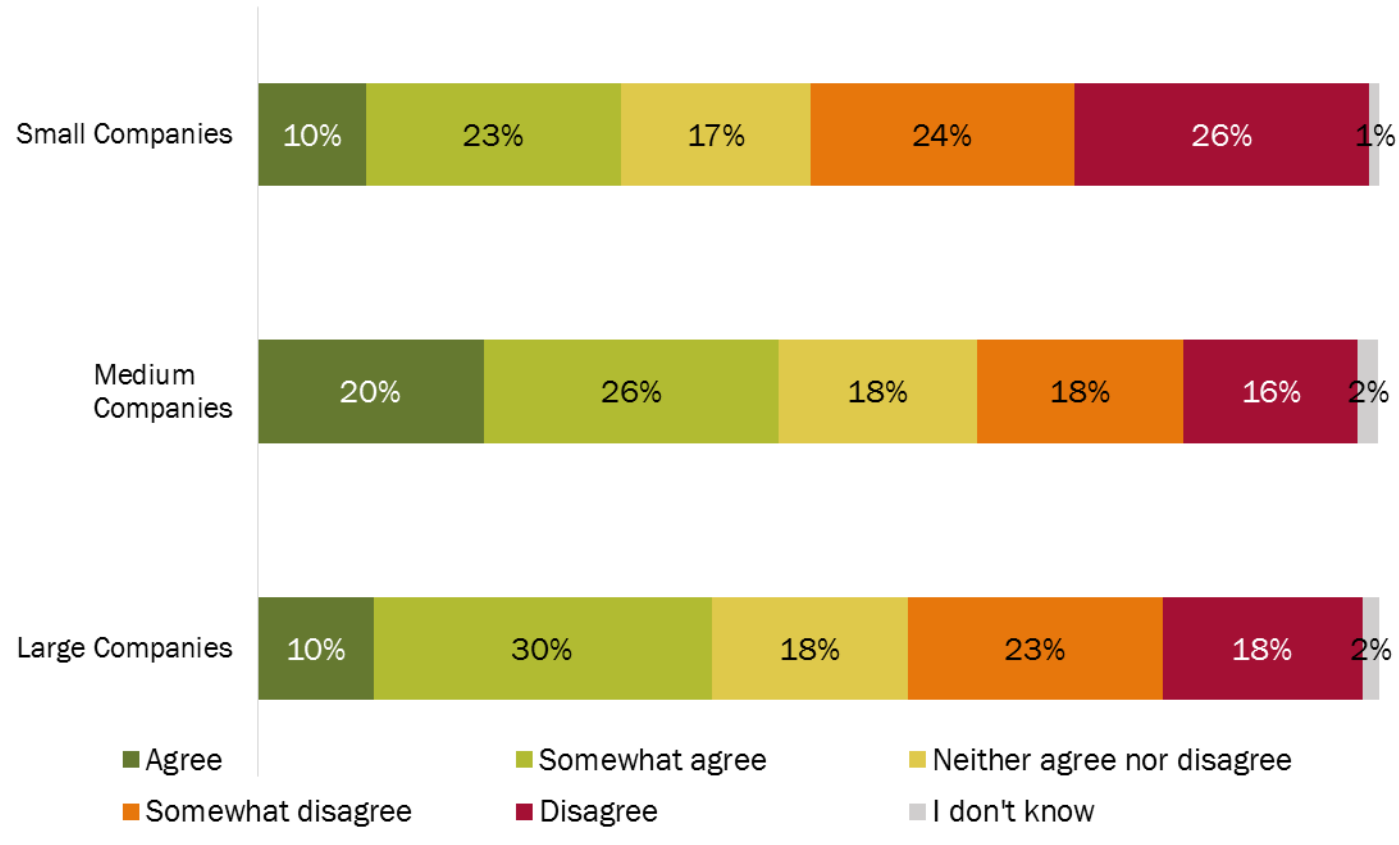
B2R1. Low-wage employees don't have the English language fluency needed to move up



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B2. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

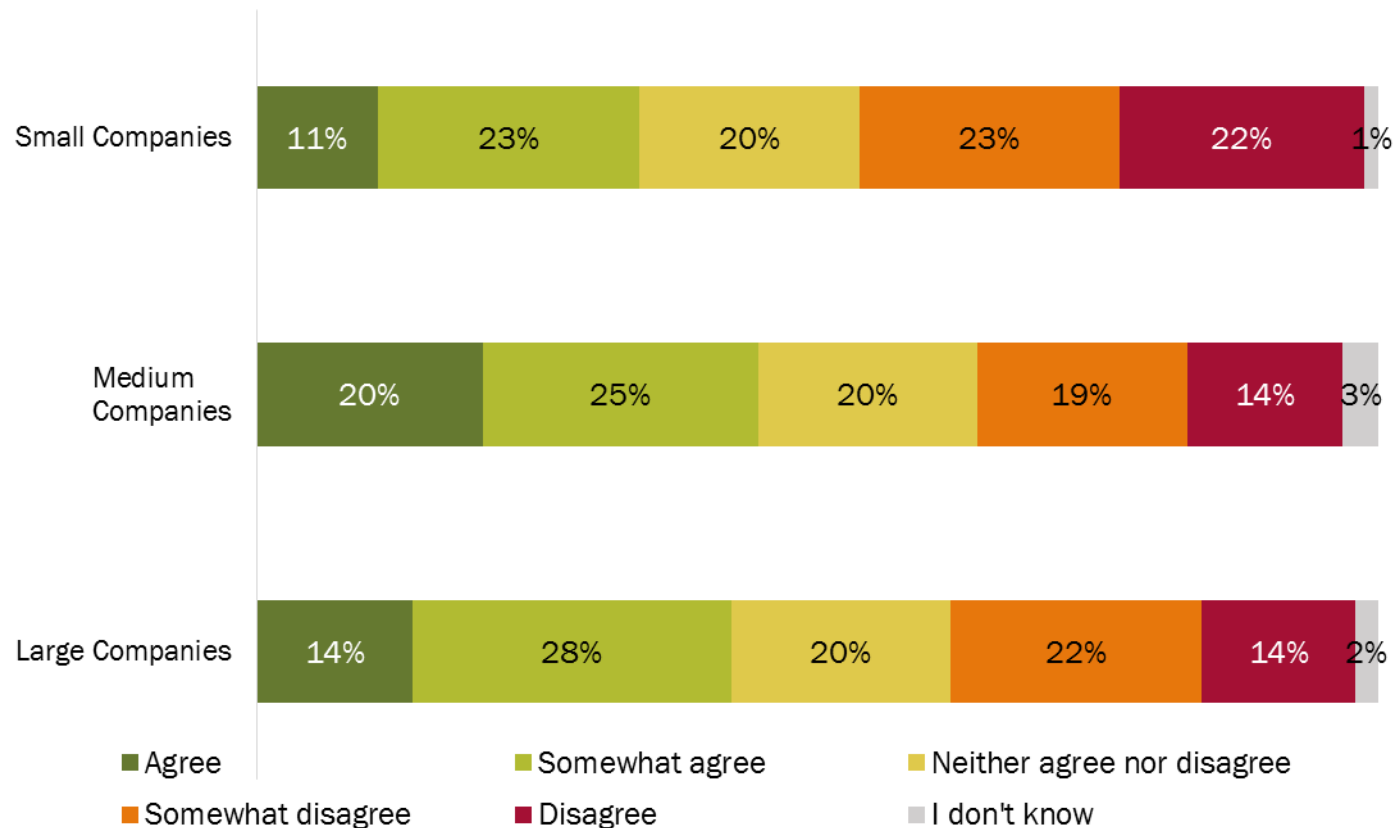
B2R2. Low-wage employees don't have the literacy skills to move up



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B2. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

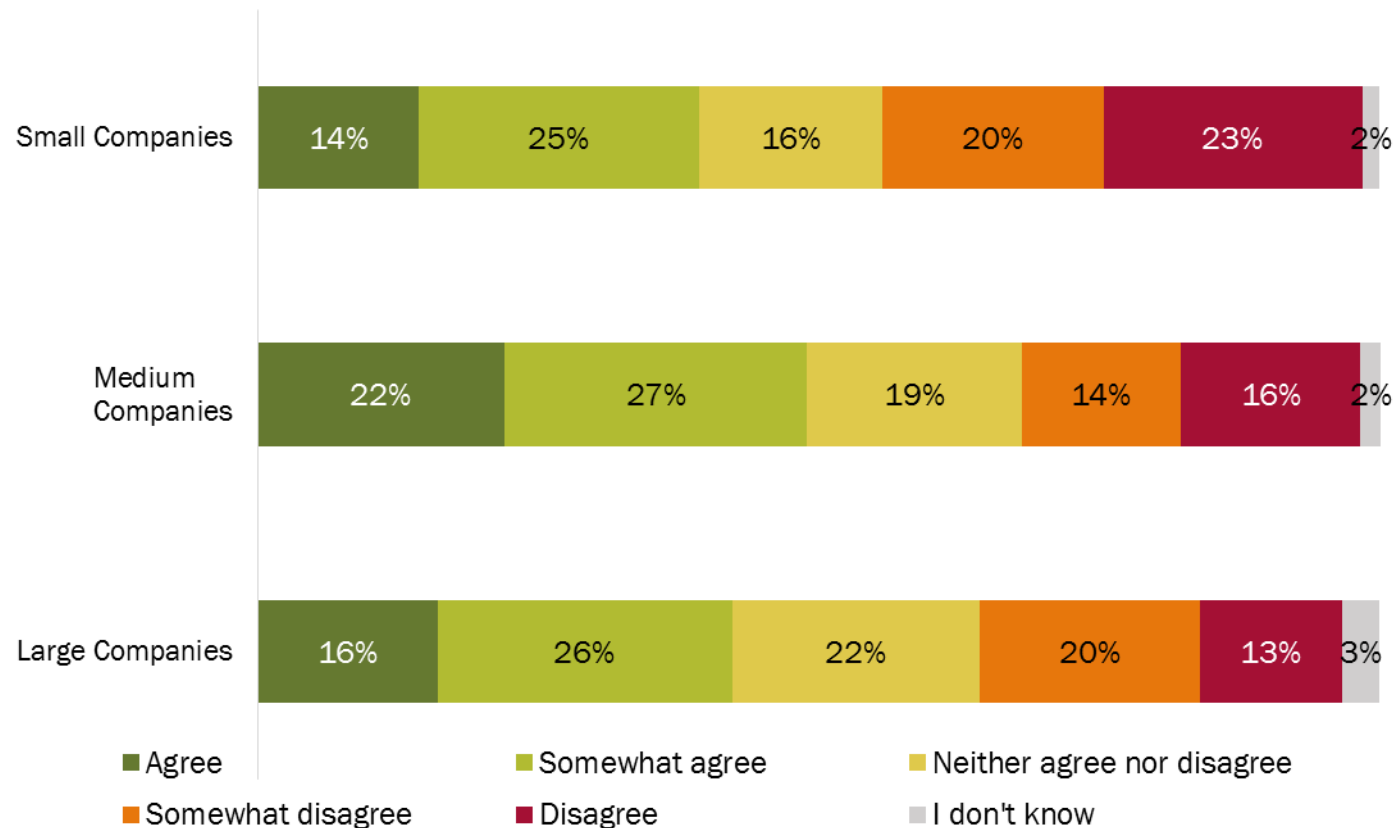
B2R3. Low-wage employees don't have the numeracy skills to move up



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B2. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B2R4. Low-wage employees don't have a secondary diploma or a GED



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B2. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

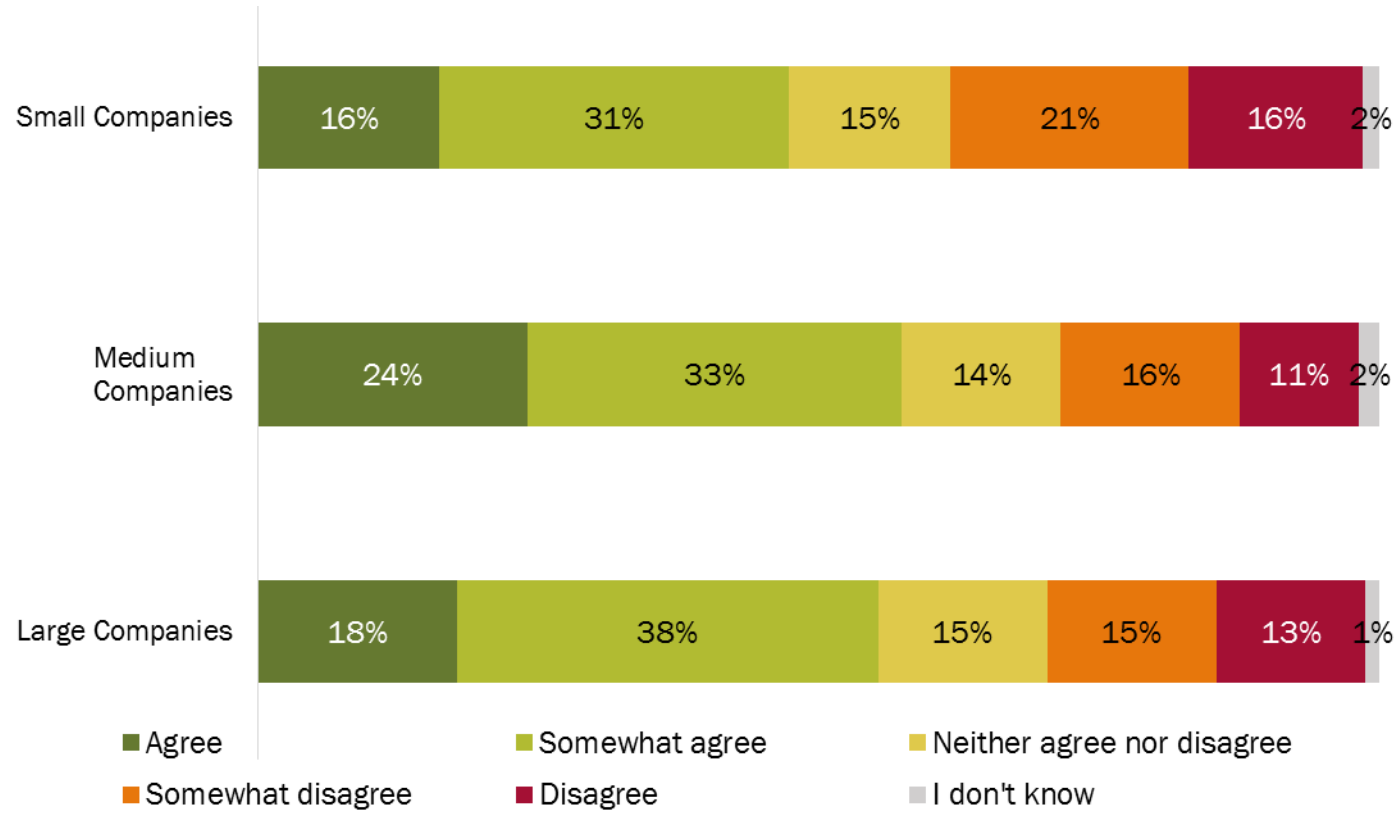
B2R5. Low-wage employees don't have soft skills needed to move up



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B2. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

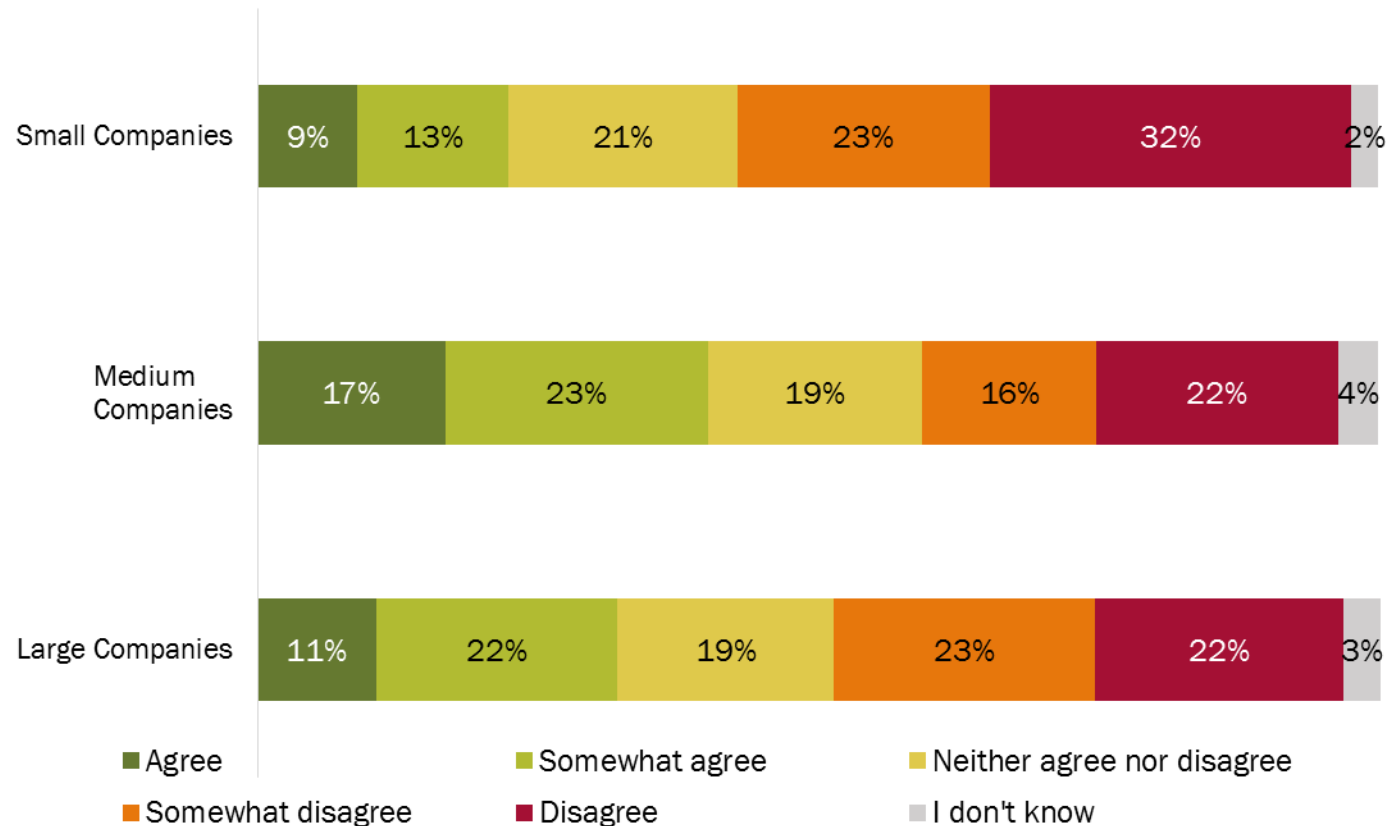
B2R6. Low-wage employees don't have technical skills (e.g., knowledge of certain equipment, systems, or tools) needed to move up



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B3. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

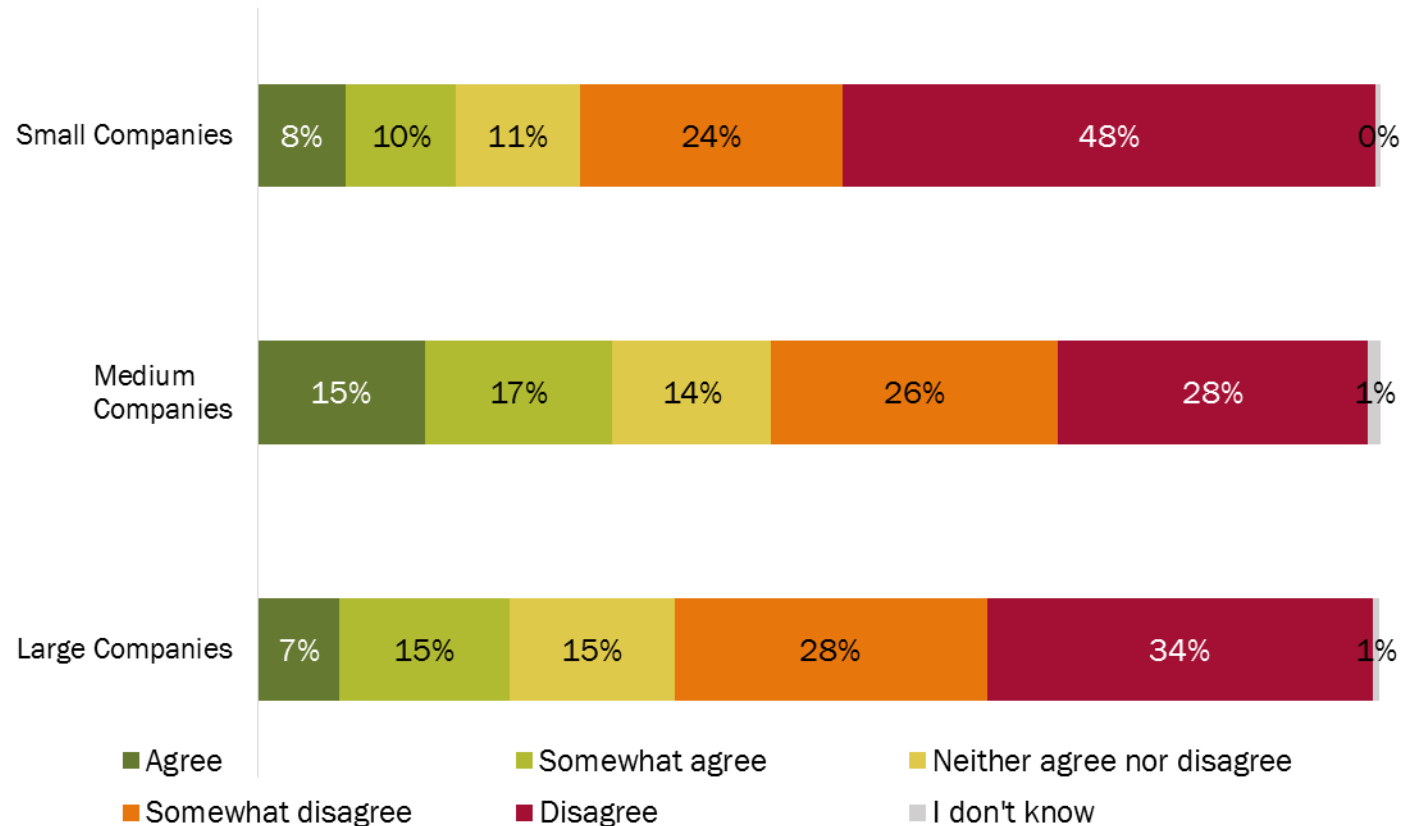
B3R1. My company does not give autonomy at work to low-wage employees



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B3. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B3R2. My company does not provide stable enough work schedules to low-wage employees



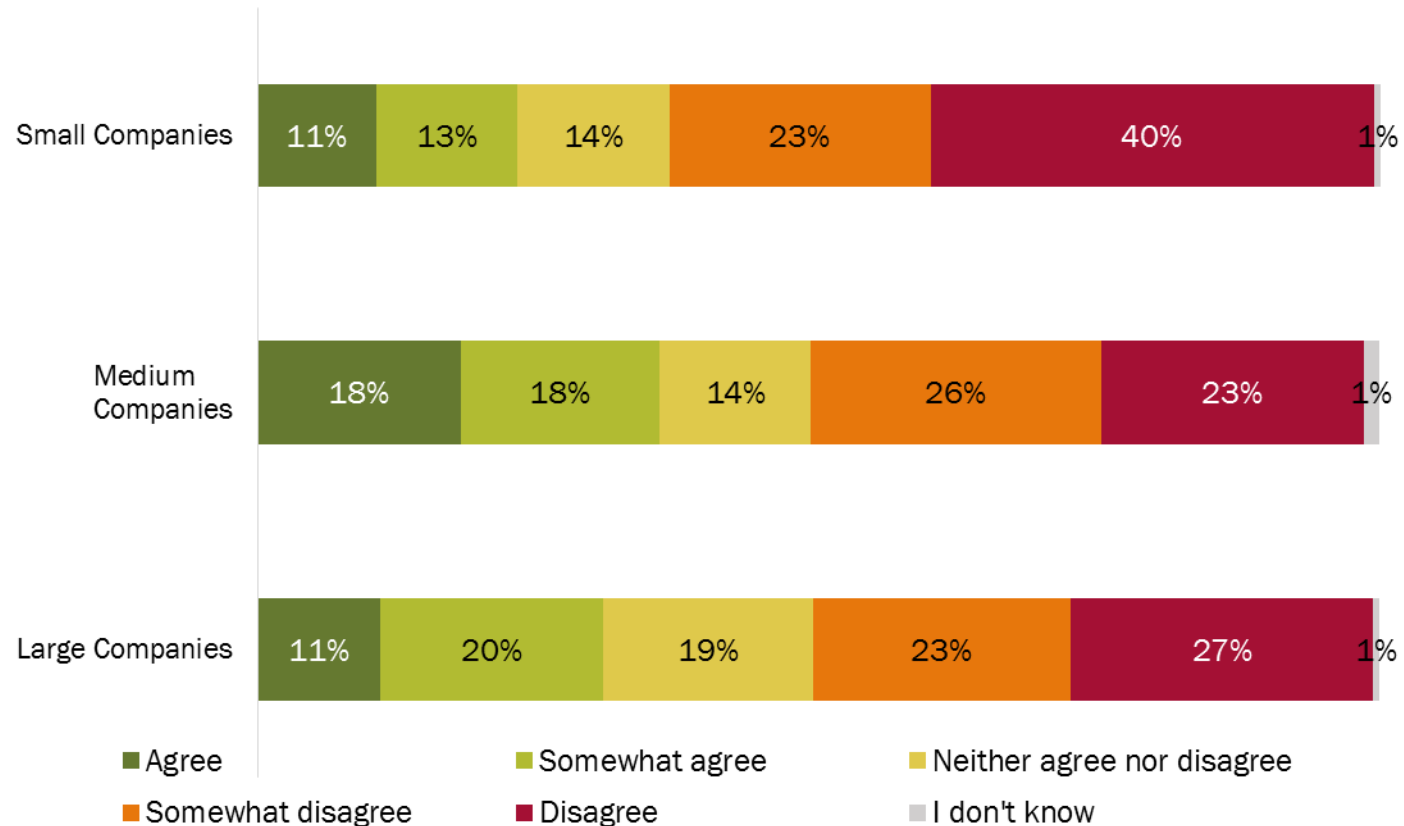
Awareness and Attitudes

Job Structure

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B3. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

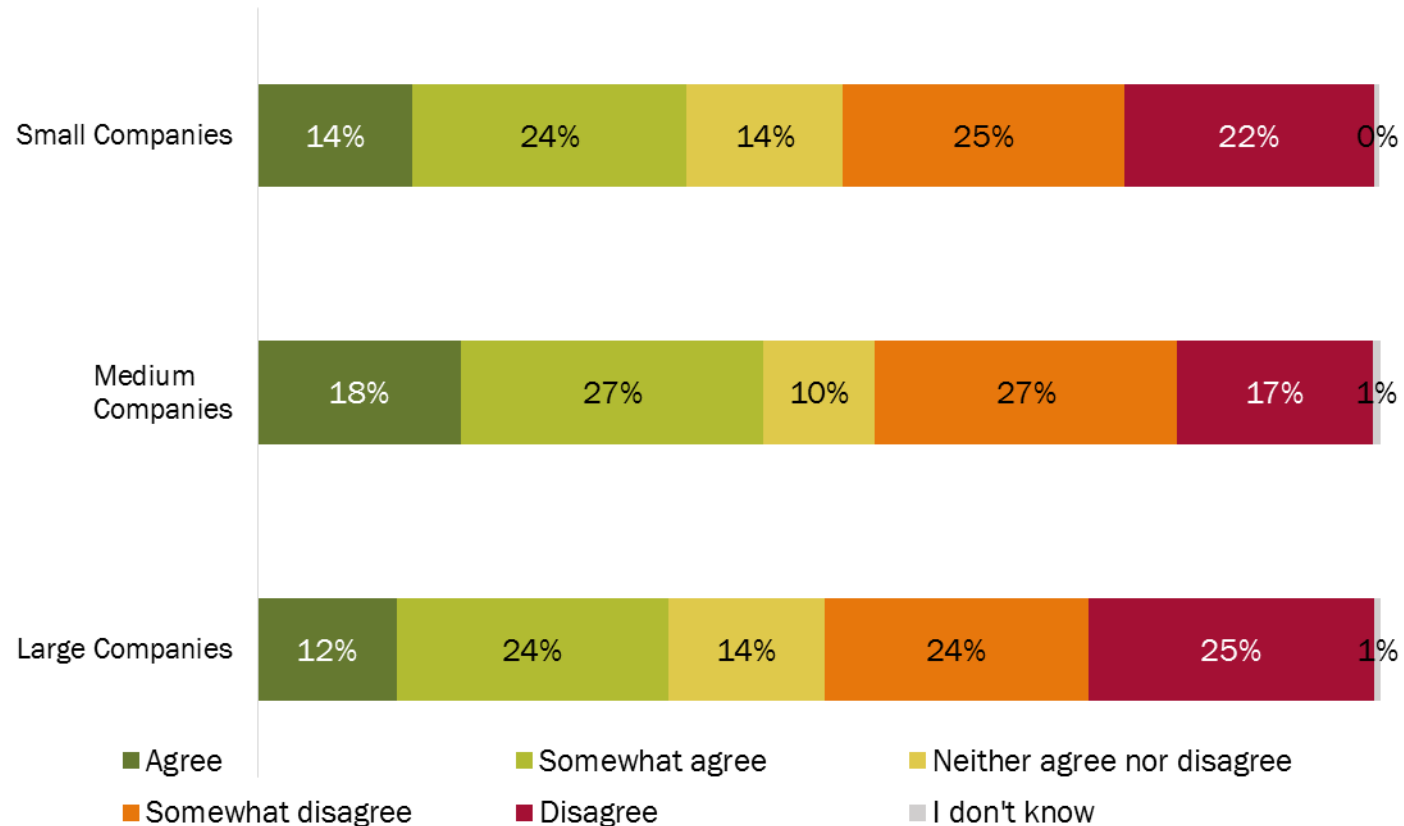
B3R3. My company does not provide flexible enough work schedules to low-wage employees



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B4. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B4R1. My industry doesn't have many opportunities for low-wage employees to move to a job with higher pay, skills, and productivity



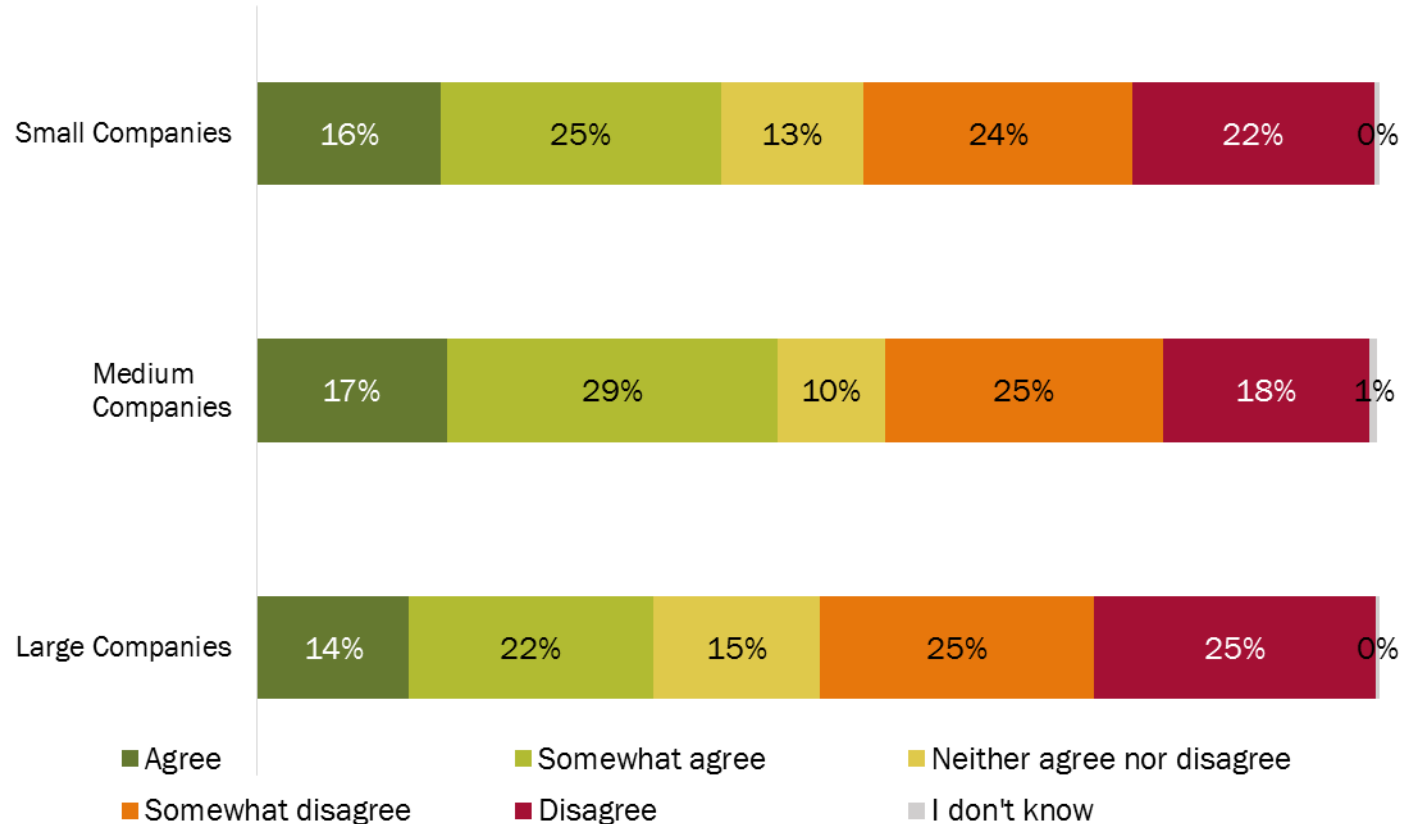
Awareness and Attitudes

Company and Industry Opportunities

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B4. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B4R2. My company doesn't have many opportunities for low-wage employees to move to a job with higher pay, skills, and productivity

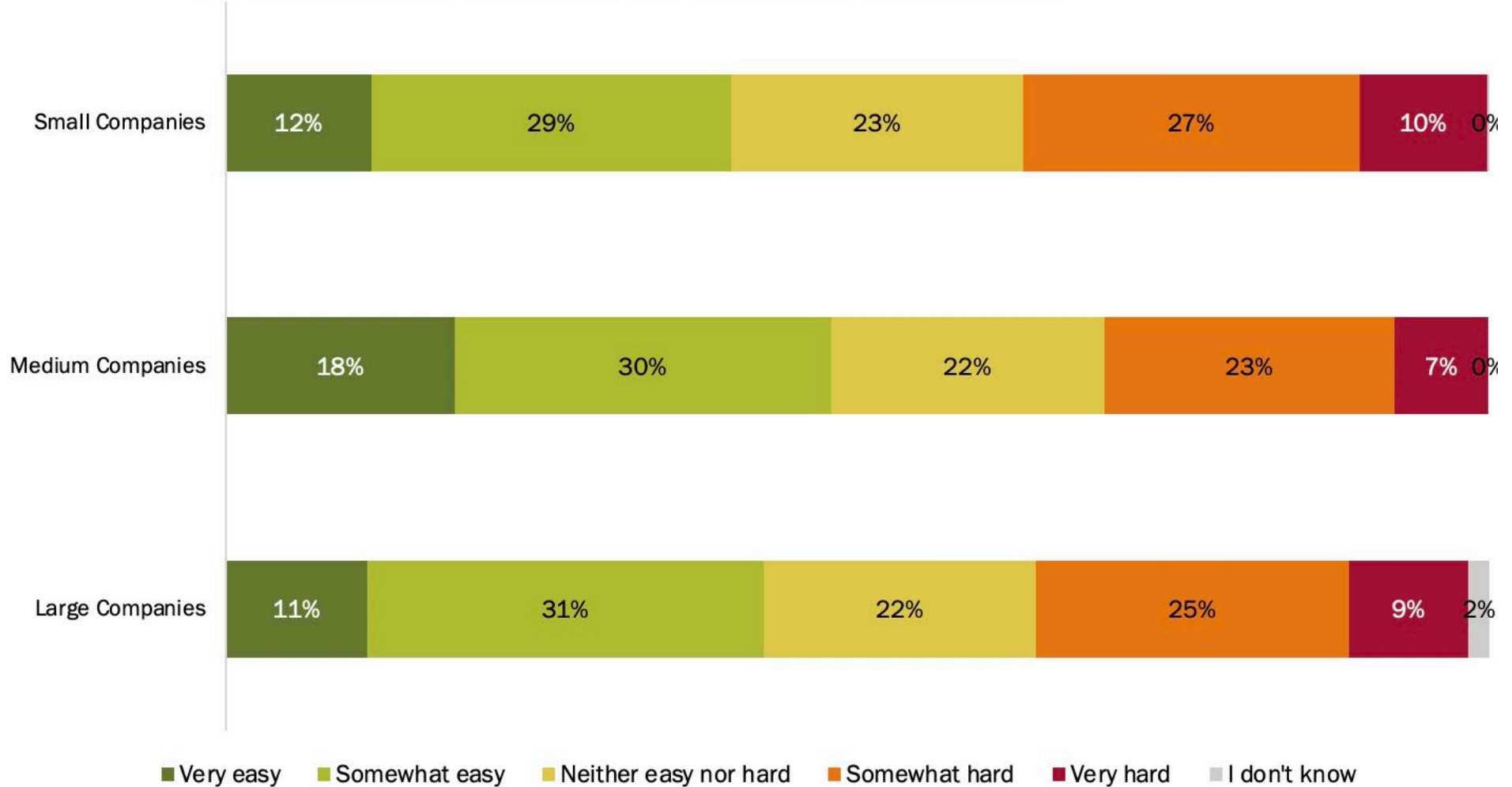


Awareness and Attitudes

Ease of Finding Low-Wage Applicants

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B5. Finding qualified applicants for low-wage jobs in my company is:

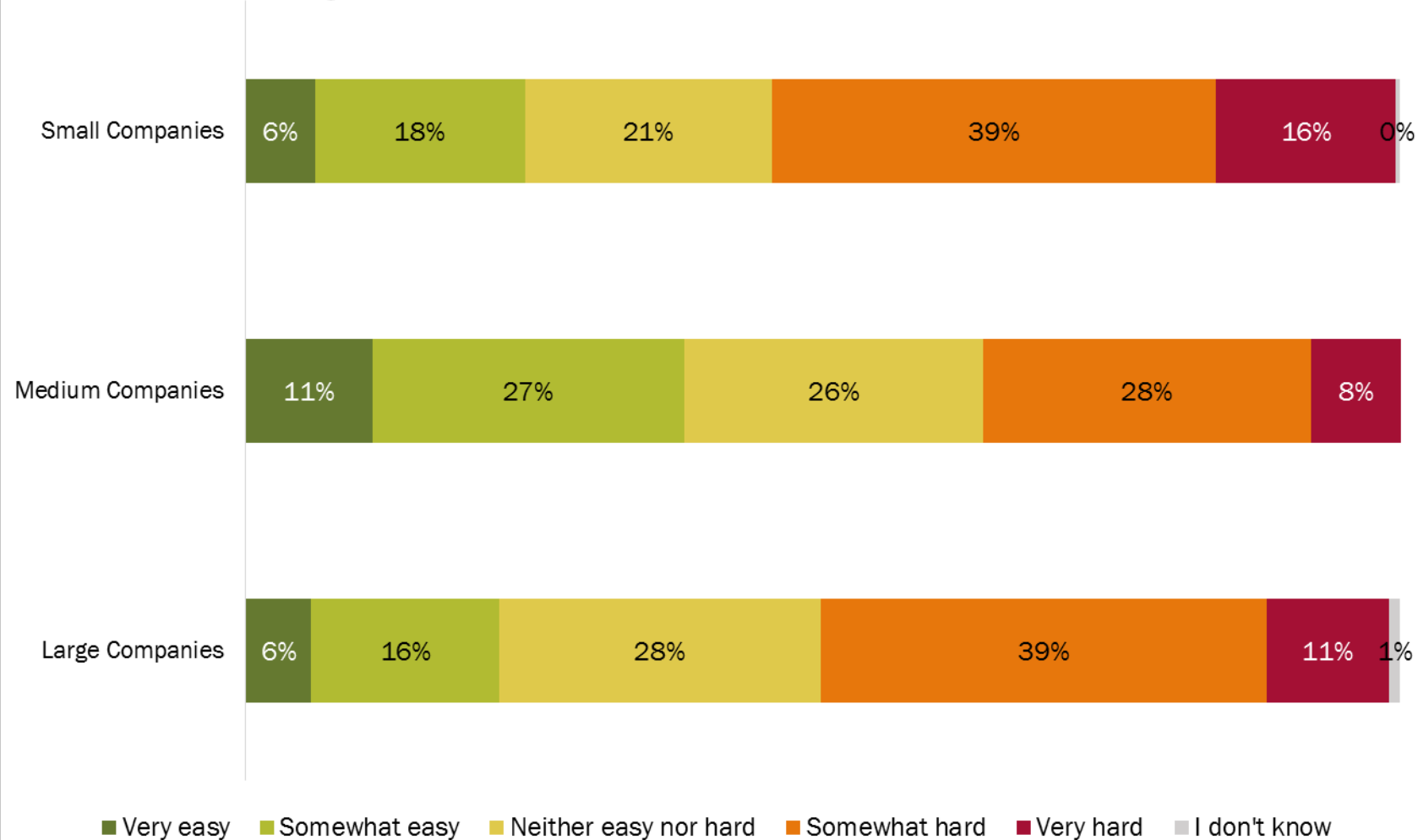


Awareness and Attitudes

Ease of Finding All Applicants

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

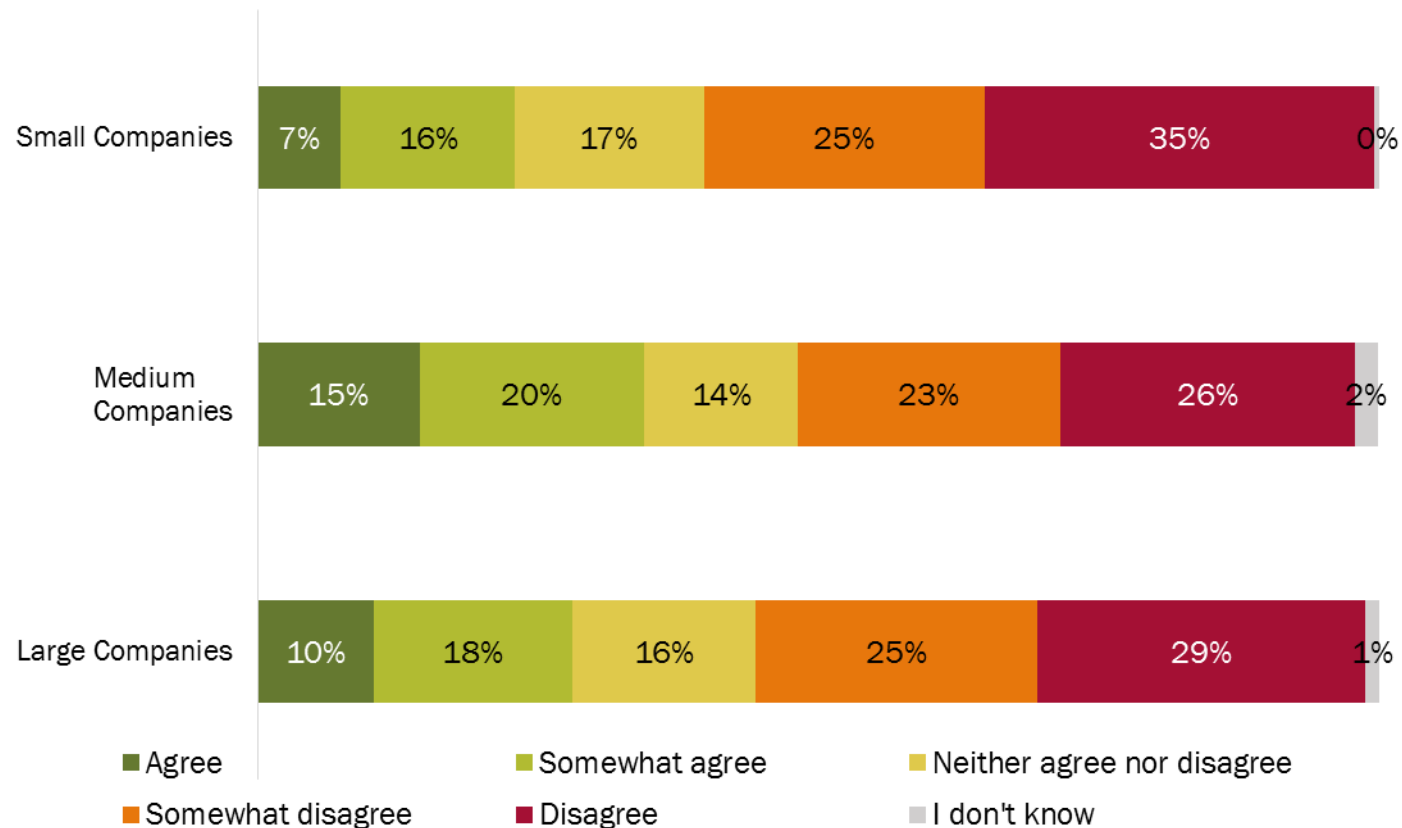
B6. Finding qualified applicants for all other jobs is:



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B7. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

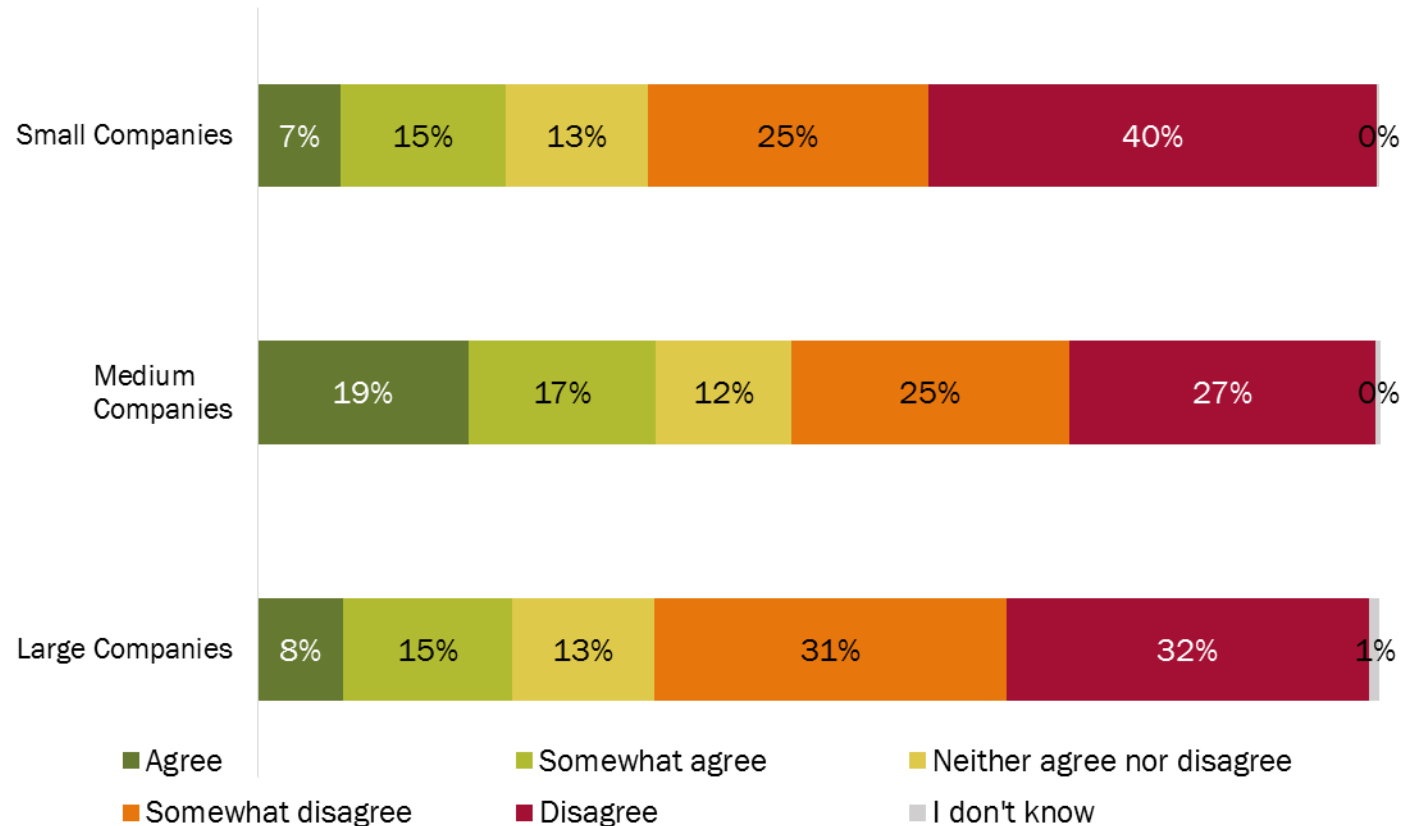
B7R1. Low-wage employees don't have a role model or mentor at work



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B7. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

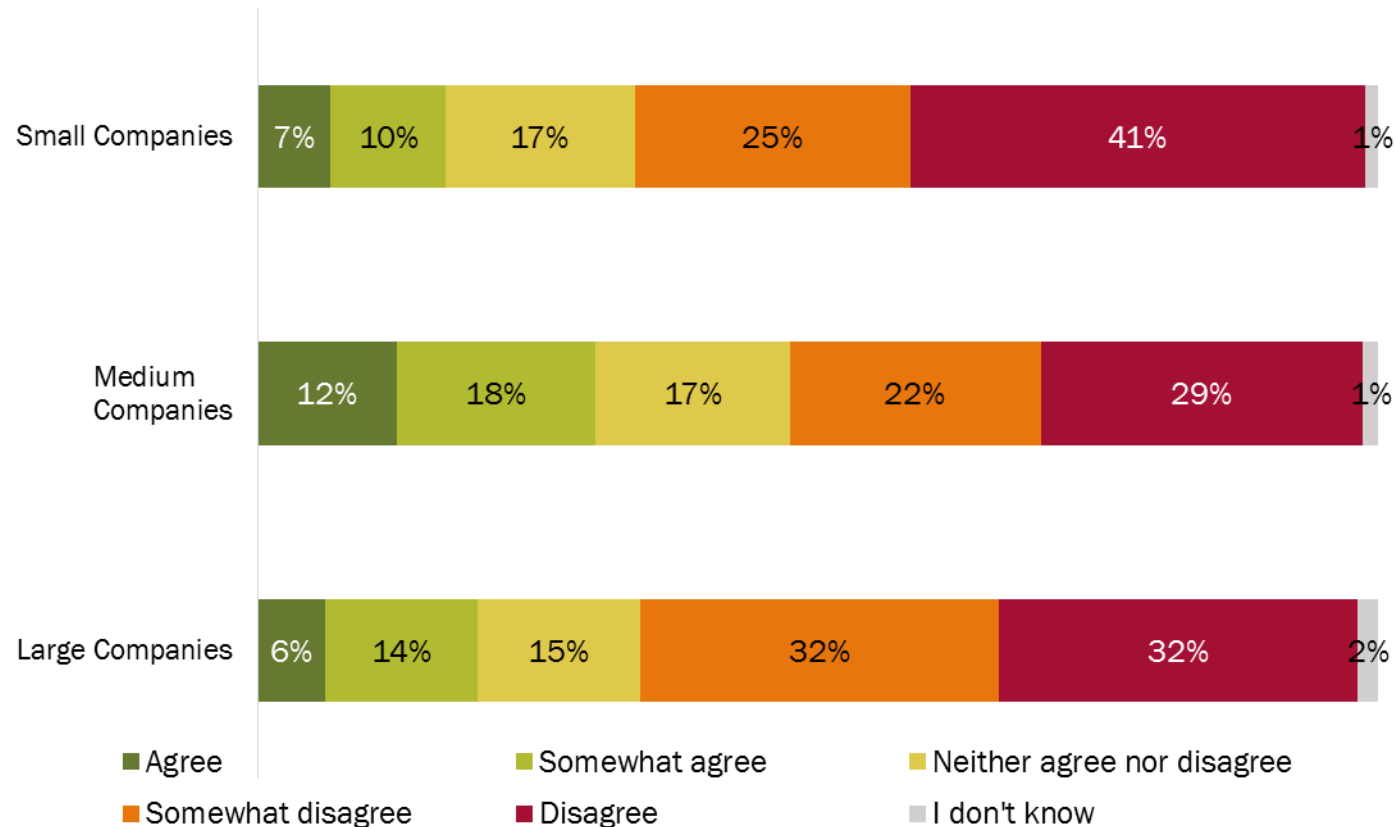
B7R2. Low-wage employees don't have anyone at work to turn to for advice about how to move up



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B7. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

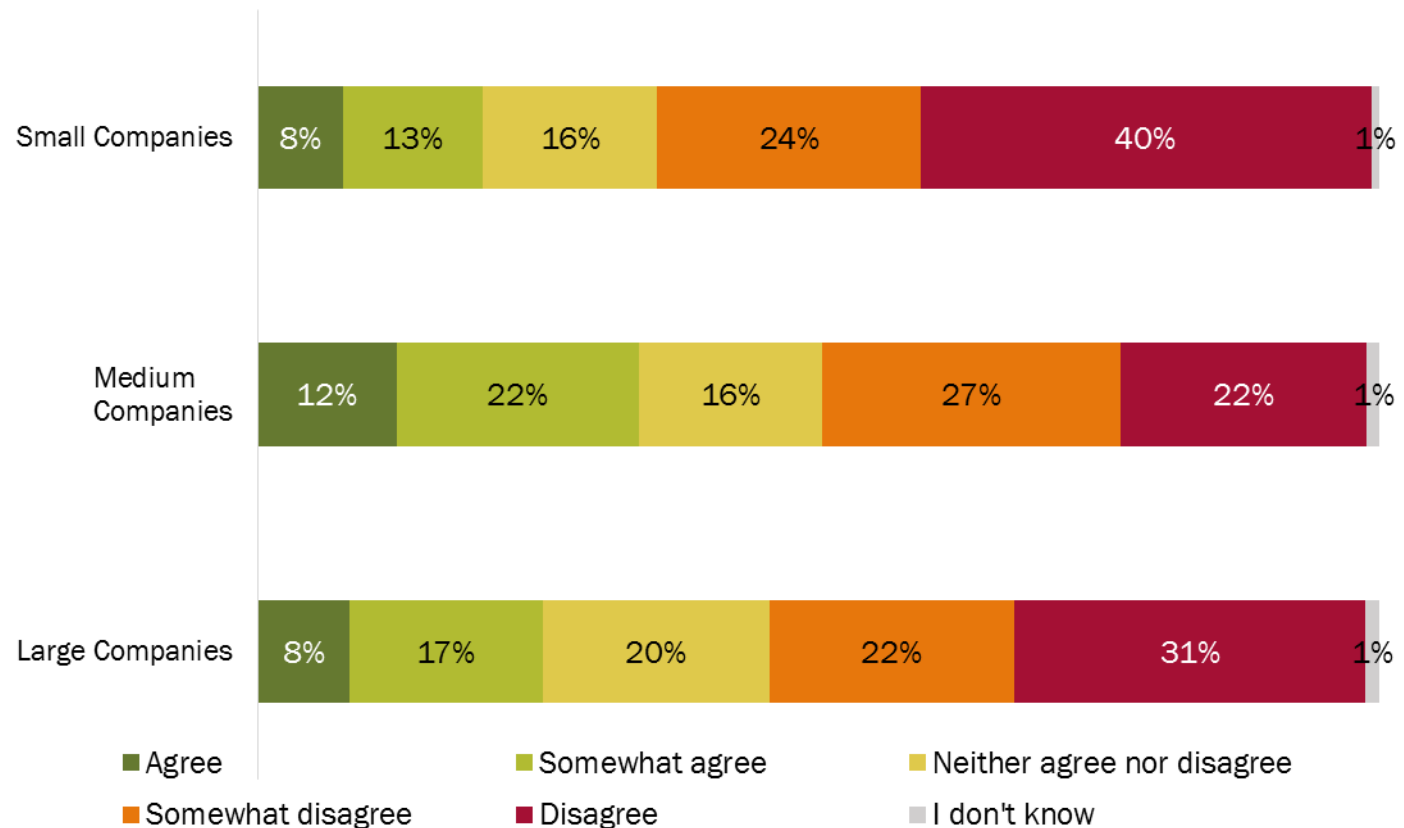
B7R3. Low-wage employees don't have anyone at work who they trust



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B7. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

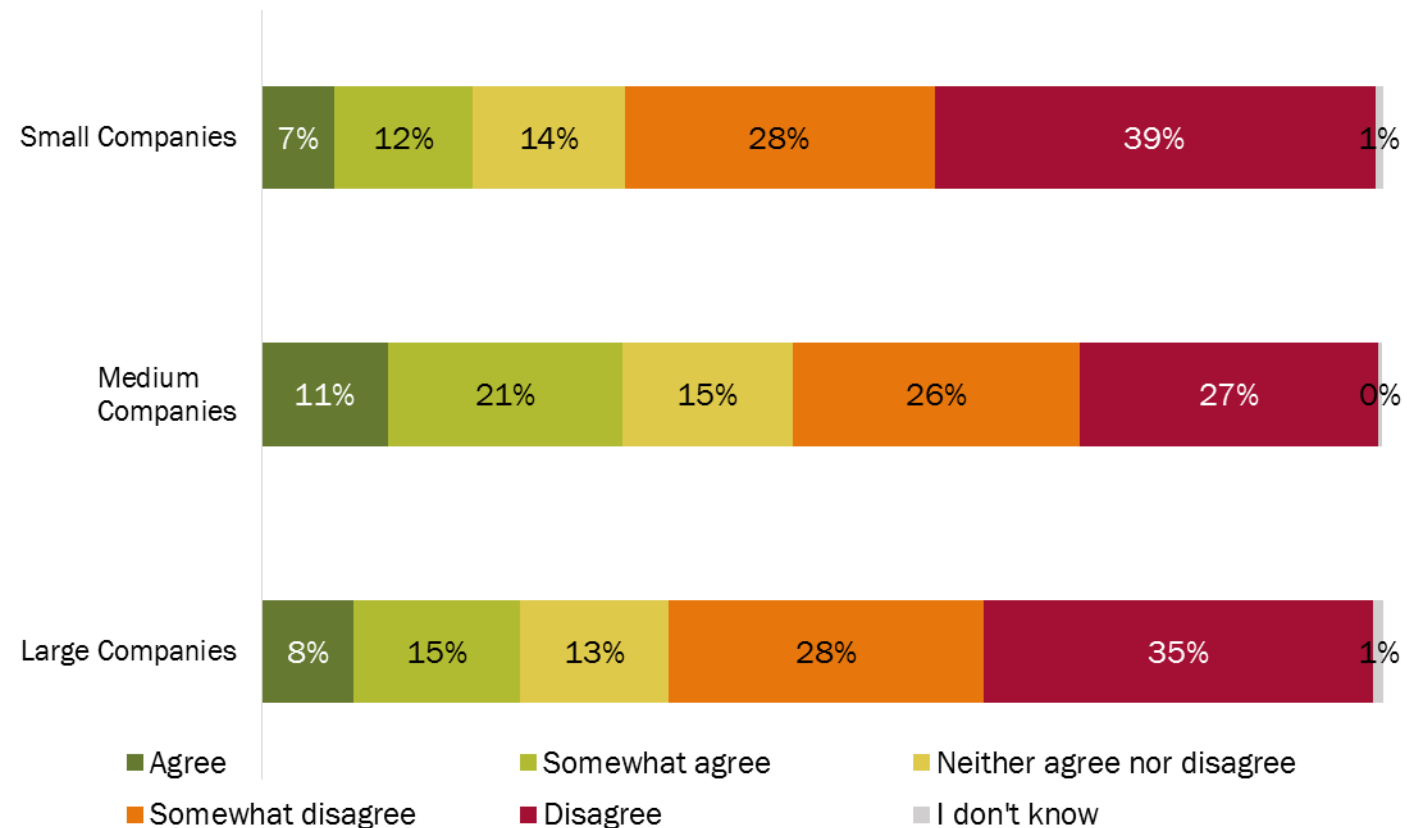
B7R4. Low-wage employees don't have a sense of belonging at work



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B7. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B7R5. Low-wage employees don't have anyone at work who cares about their advancement



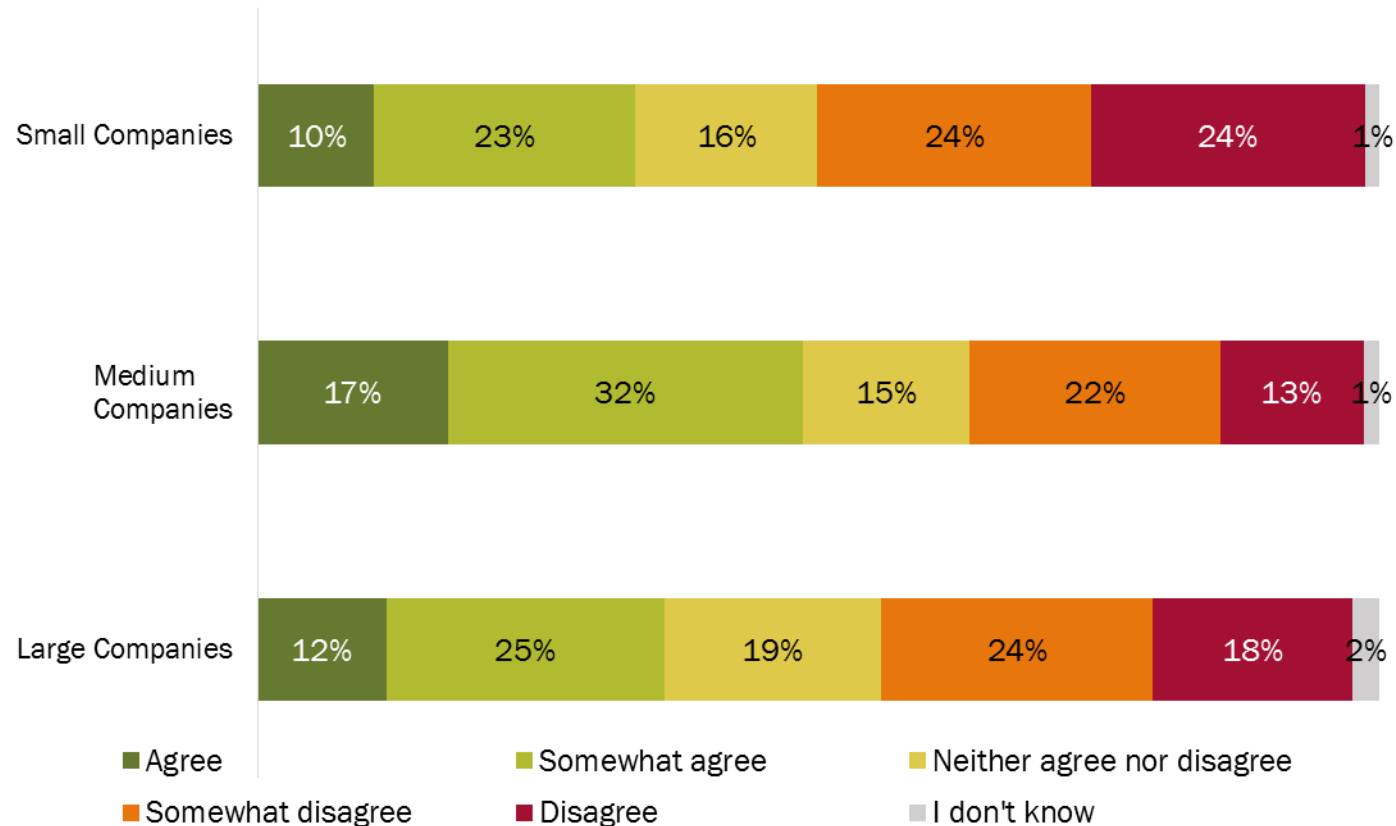
Awareness and Attitudes

Employee Awareness About Career Pathways

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B8. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B8R1. Low-wage employees are not aware of career pathways in their current area of work (i.e., function or department) within my company



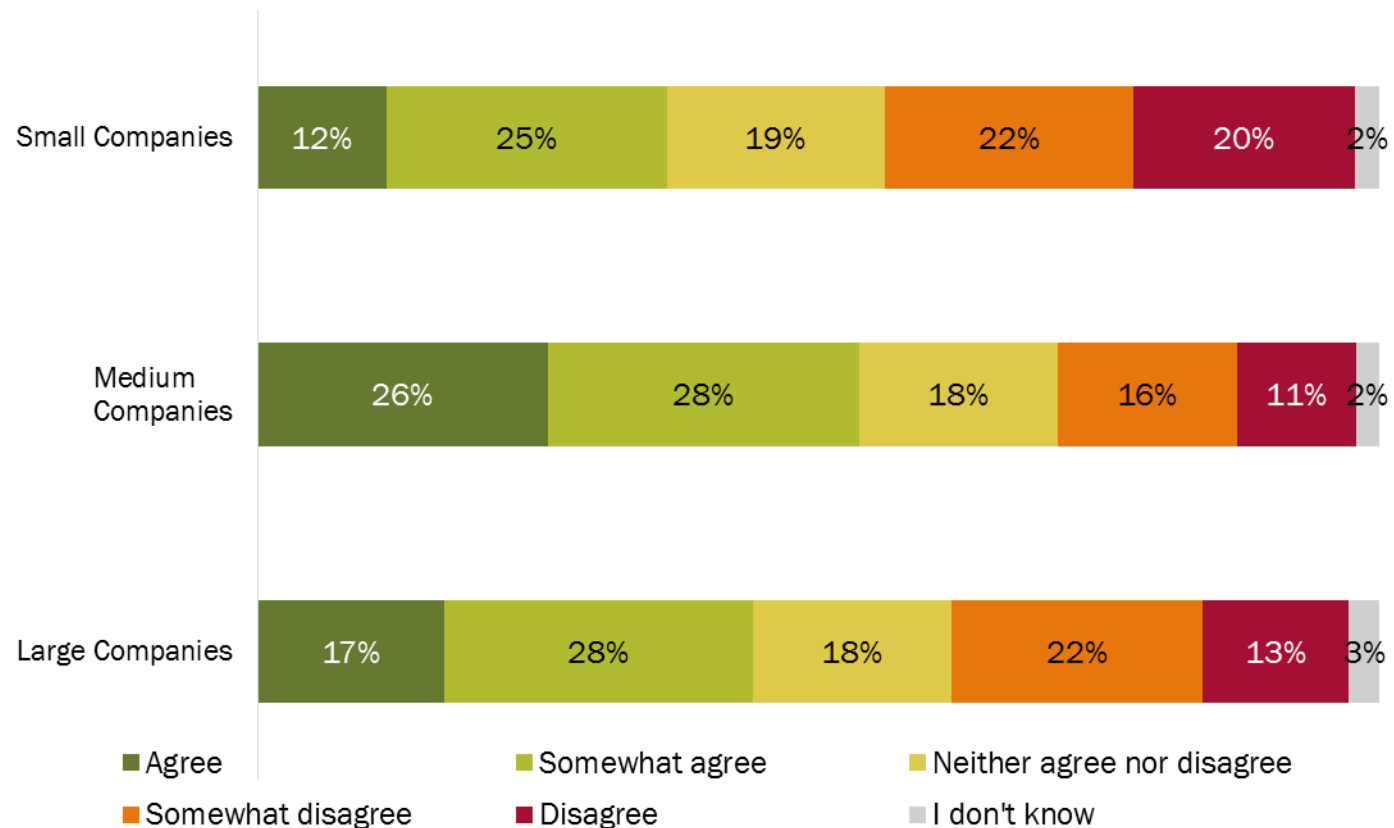
Awareness and Attitudes

Employee Awareness About Career Pathways

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B8. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B8R2. Low-wage employees are not aware of career pathways outside their area of work (i.e., function or department) within my company



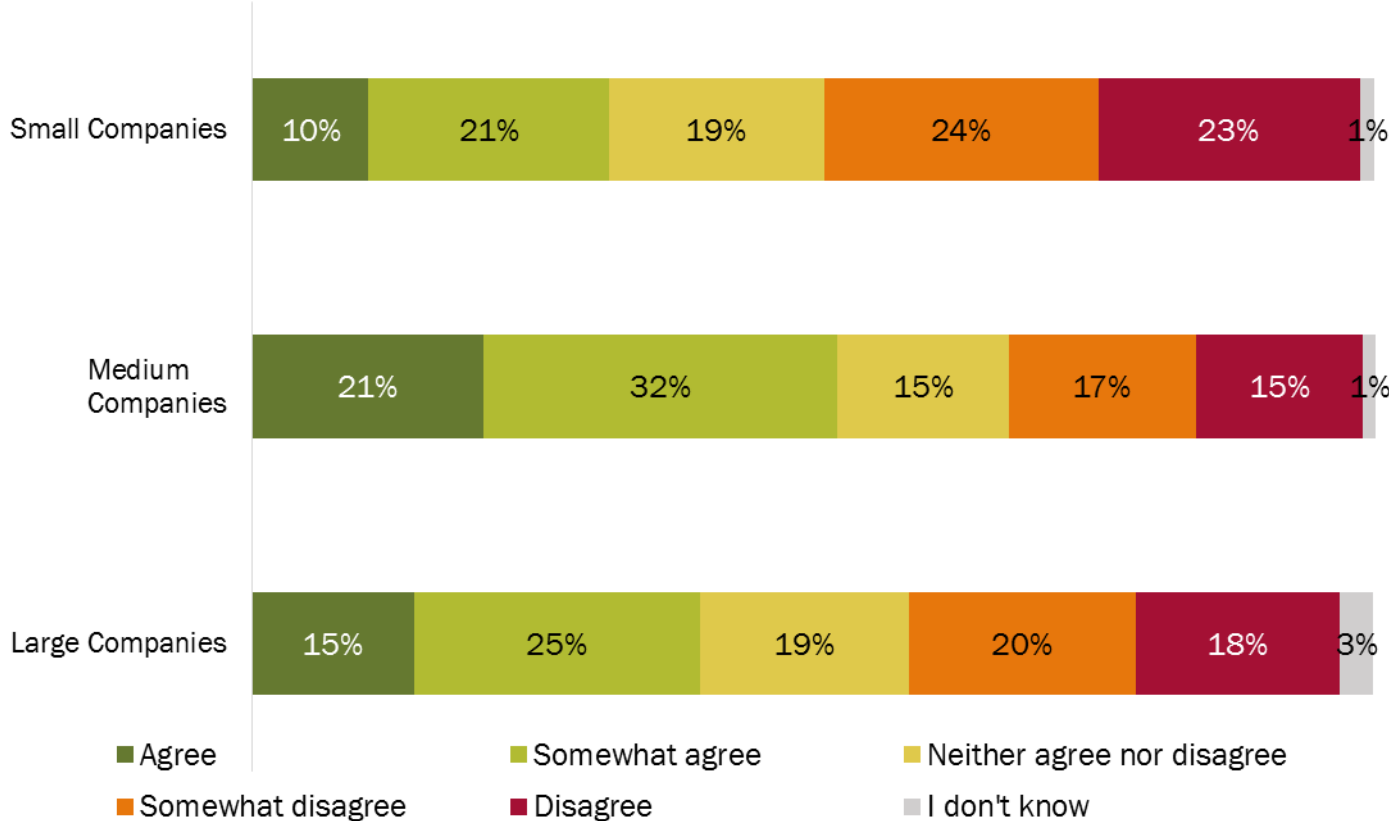
Awareness and Attitudes

Employee Awareness About Career Pathways

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B8. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B8R3. Low-wage employees don't know what training, certifications, and/or skills are needed to move up within my company



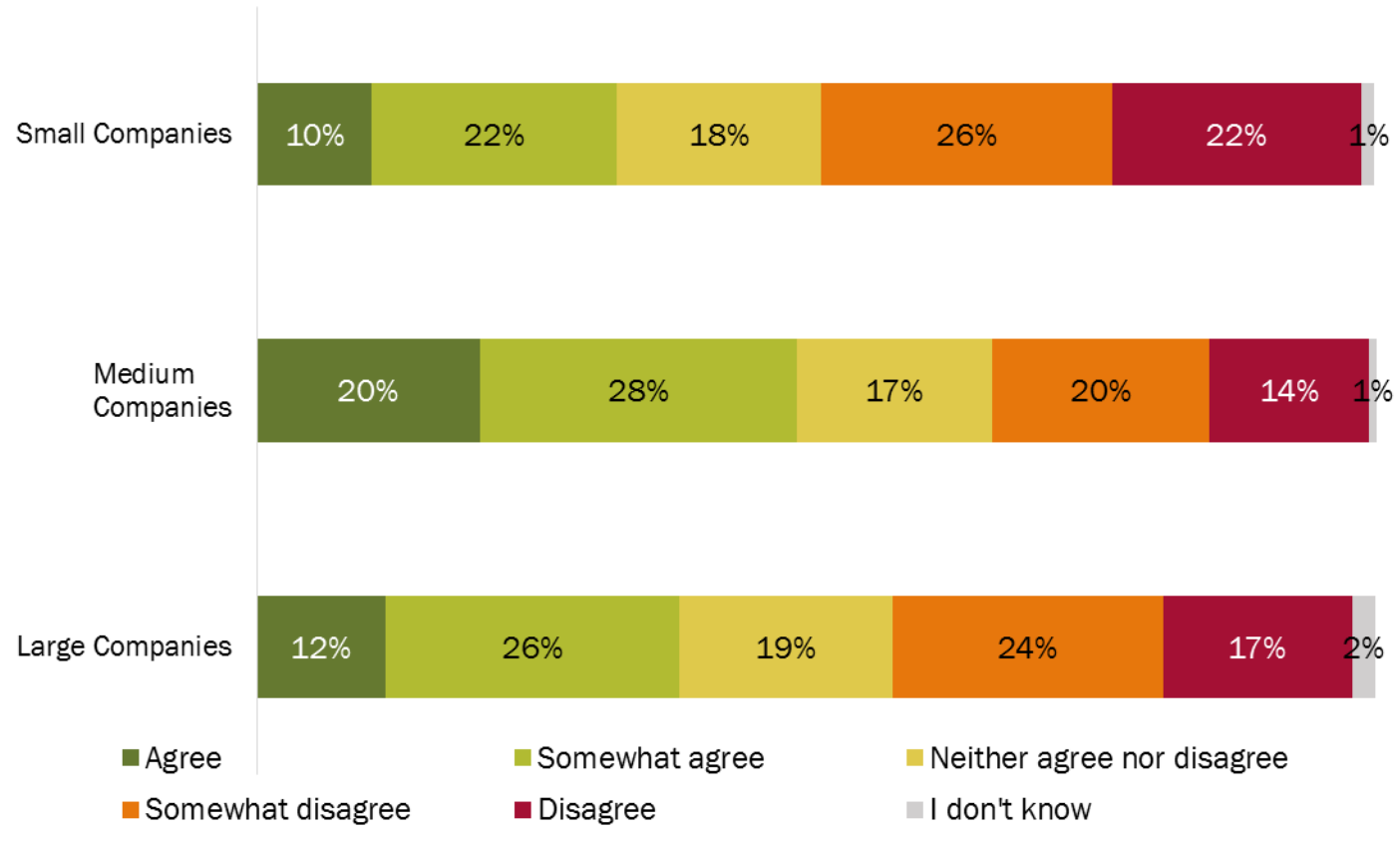
Awareness and Attitudes

Employee Awareness About Career Pathways

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B8. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B8R4. Low-wage employees don't know how to get the training, certifications, and/or skills needed to move up within my company



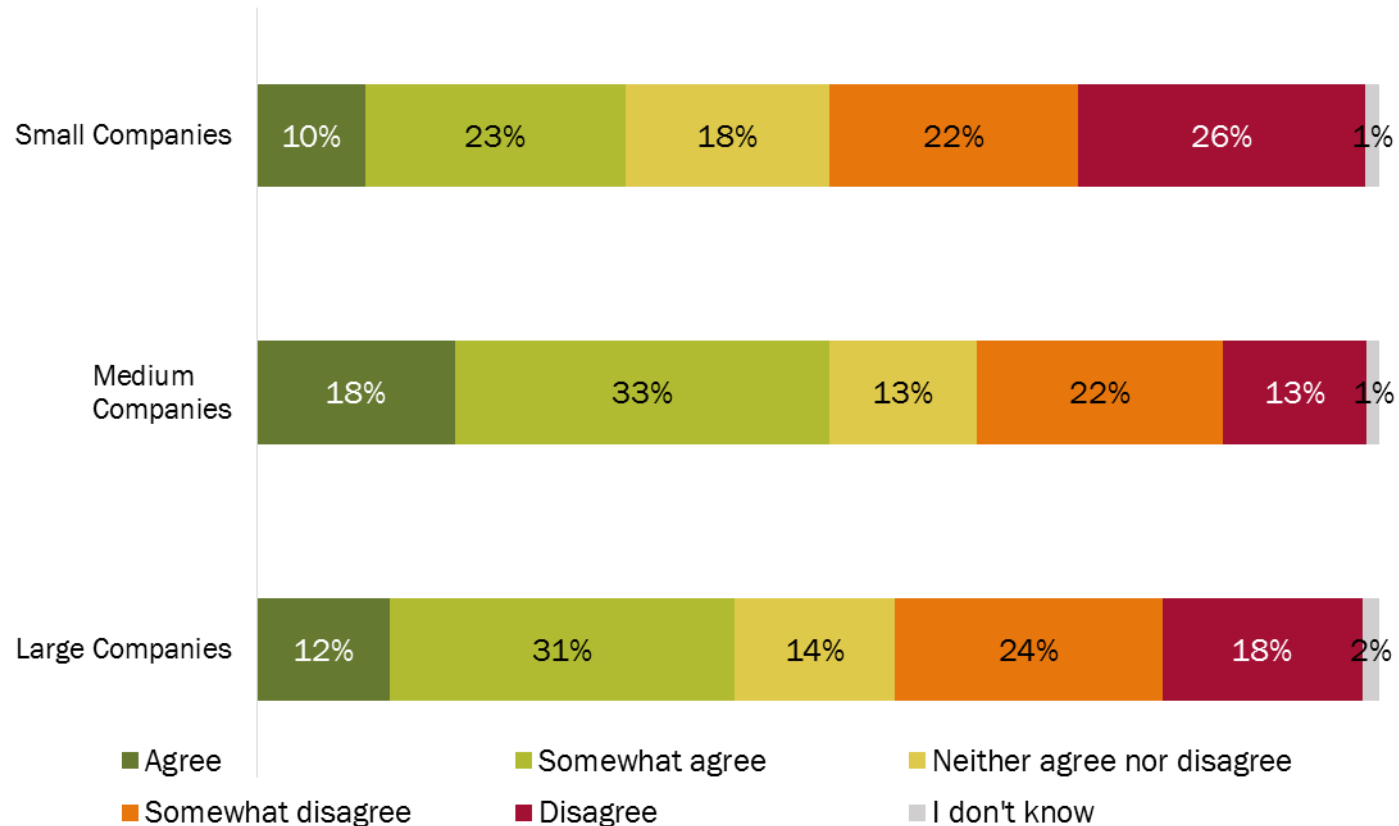
Awareness and Attitudes

Employee Awareness About Career Pathways

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B8. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B8R5. Low-wage employees don't know what they need to do to move to a job with higher pay, skills, and productivity within my company



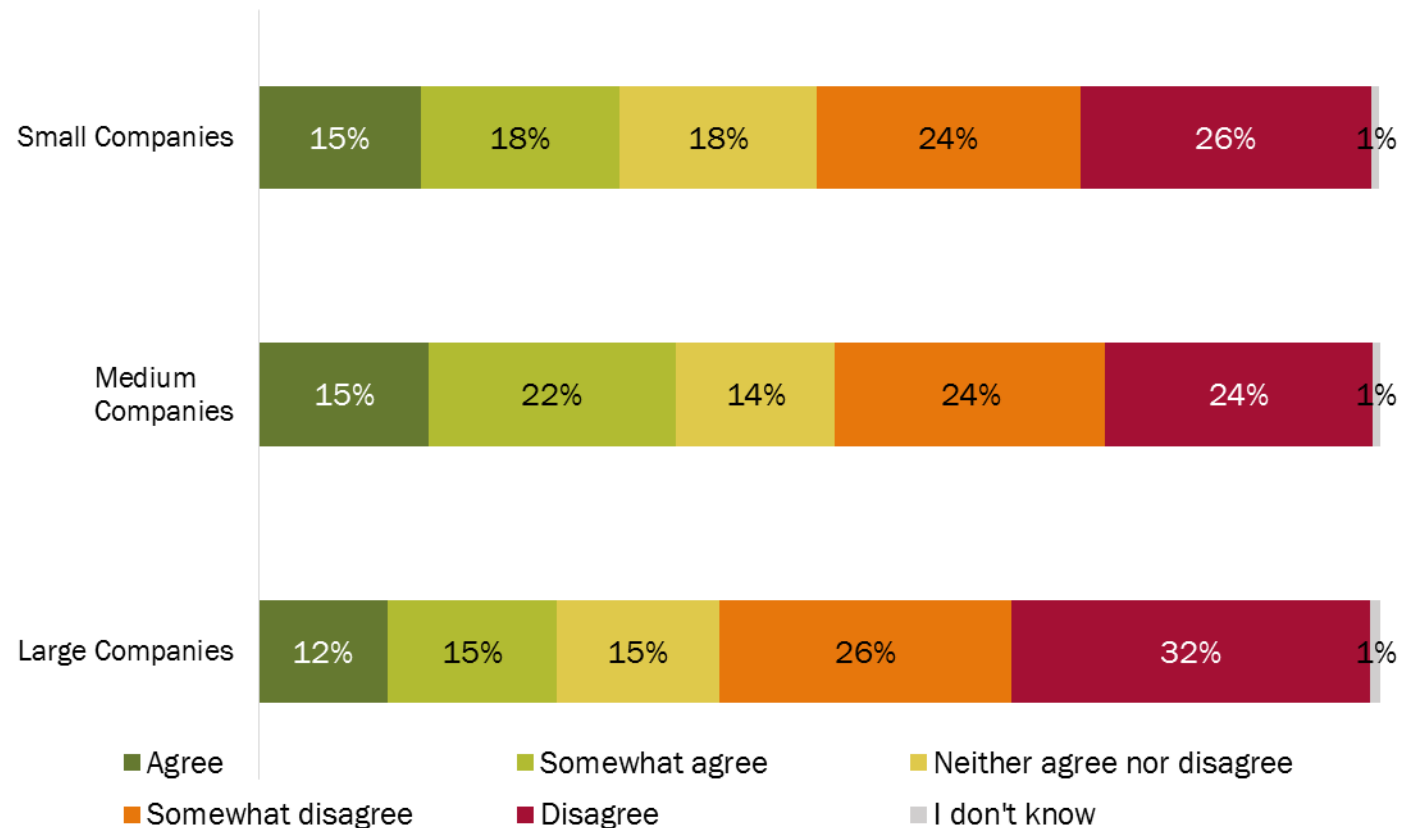
Awareness and Attitudes

Employee Awareness About Career Pathways

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B8. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B8R6. My company doesn't provide the training and/or certifications low-wage employees need to move up



Awareness and Attitudes

Employee Attitudes to Upward Mobility

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B9. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B9R1. Low-wage employees don't have interest in moving up



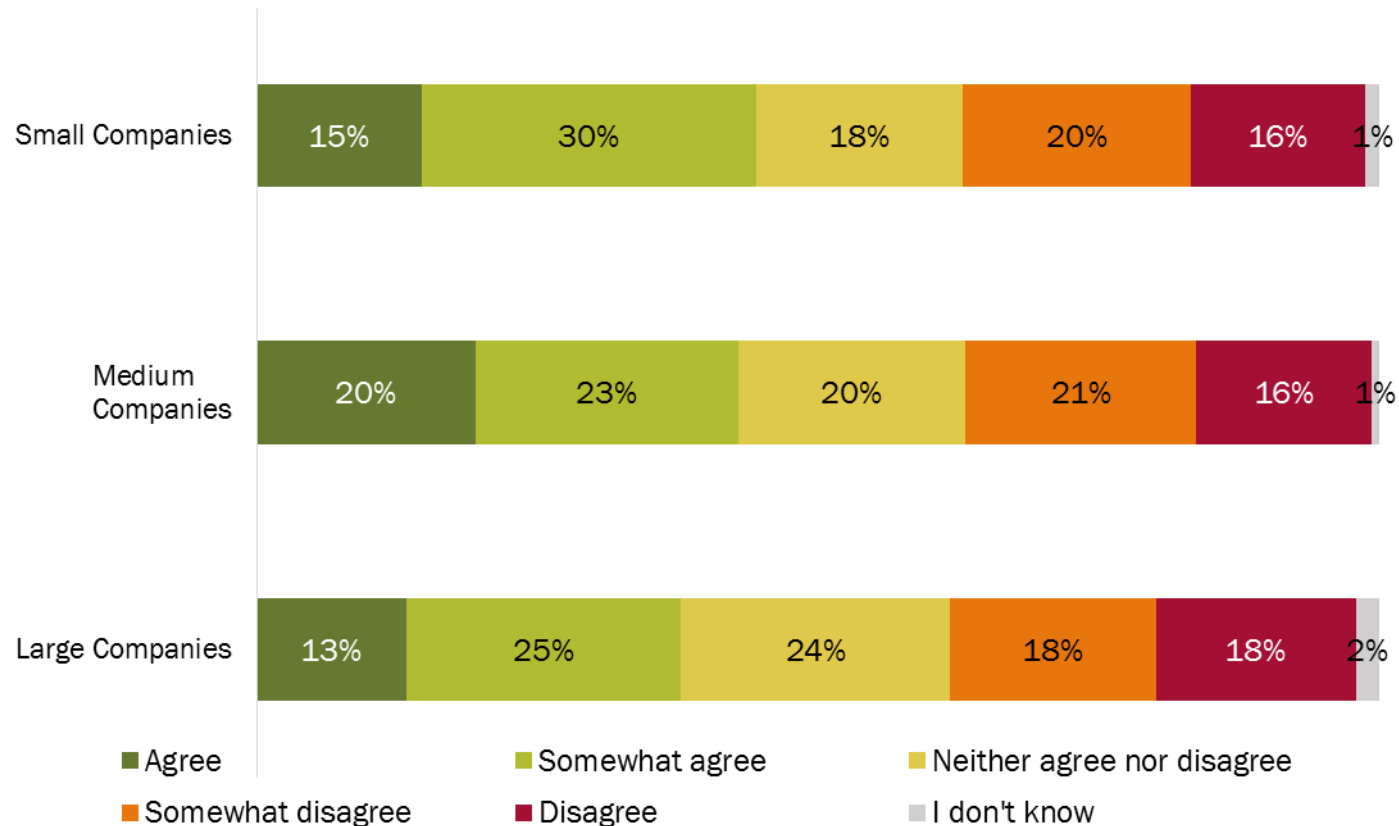
Awareness and Attitudes

Employee Attitudes to Upward Mobility

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B9. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B9R2. Low-wage employees don't want to take on the additional responsibility that would be required if they were to move up



Awareness and Attitudes

Employee Attitudes to Upward Mobility

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B9. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B9R3. Low-wage employees don't believe moving up is possible



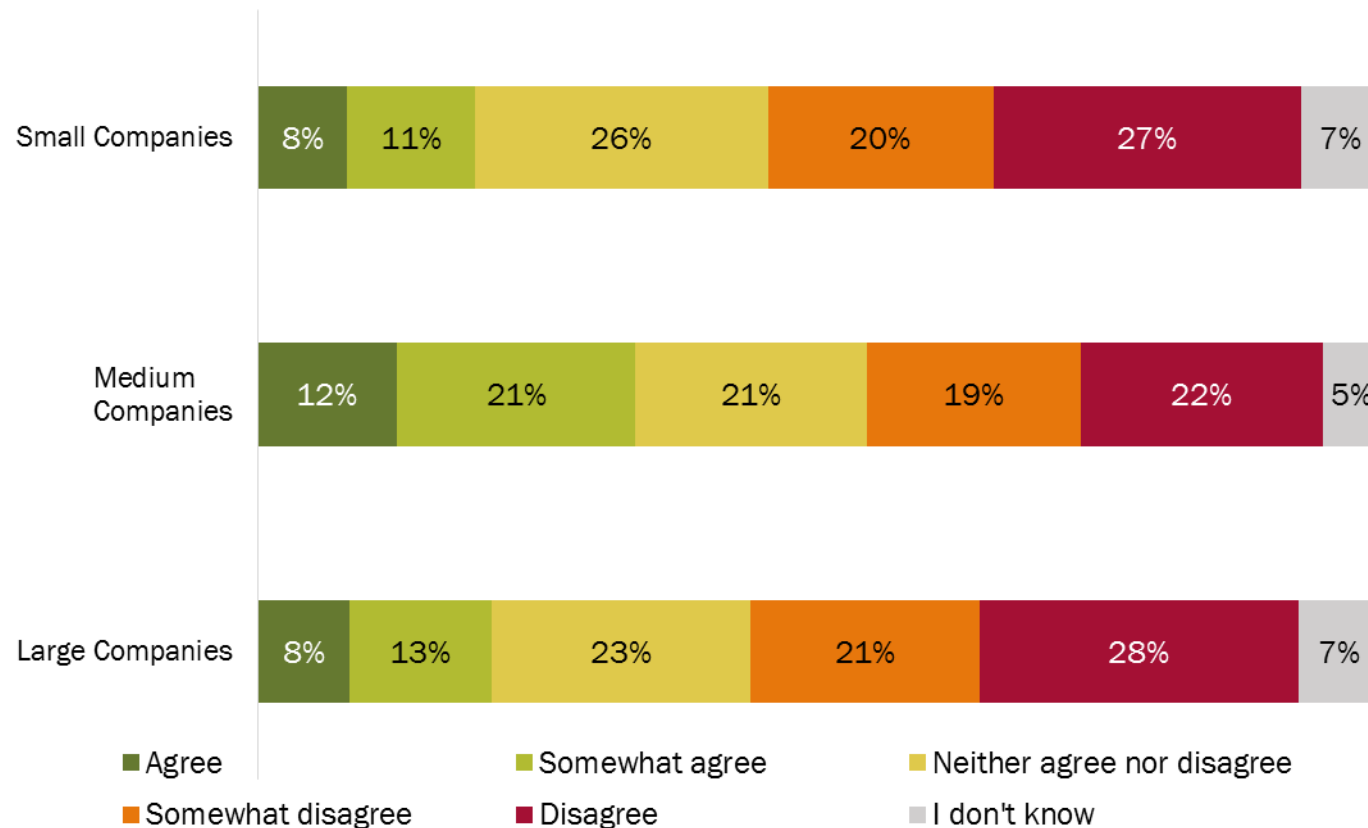
Awareness and Attitudes

Employee Attitudes to Upward Mobility

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B9. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B9R4. Low-wage employees' family and/or peers are not supportive of them trying to move up



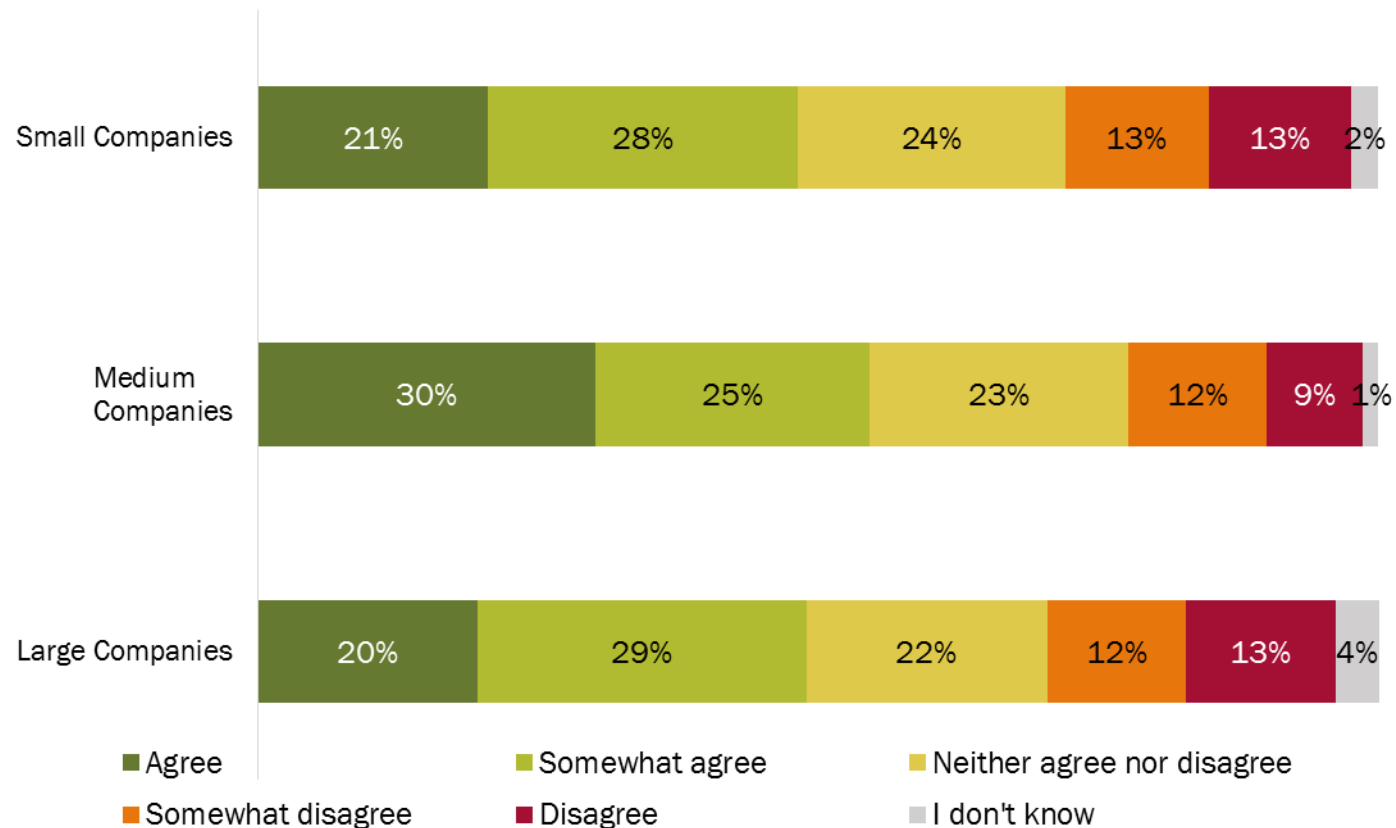
Awareness and Attitudes

Employee Attitudes to Upward Mobility

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B9. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

B9R5. Low-wage employees don't want to be rejected for a promotion



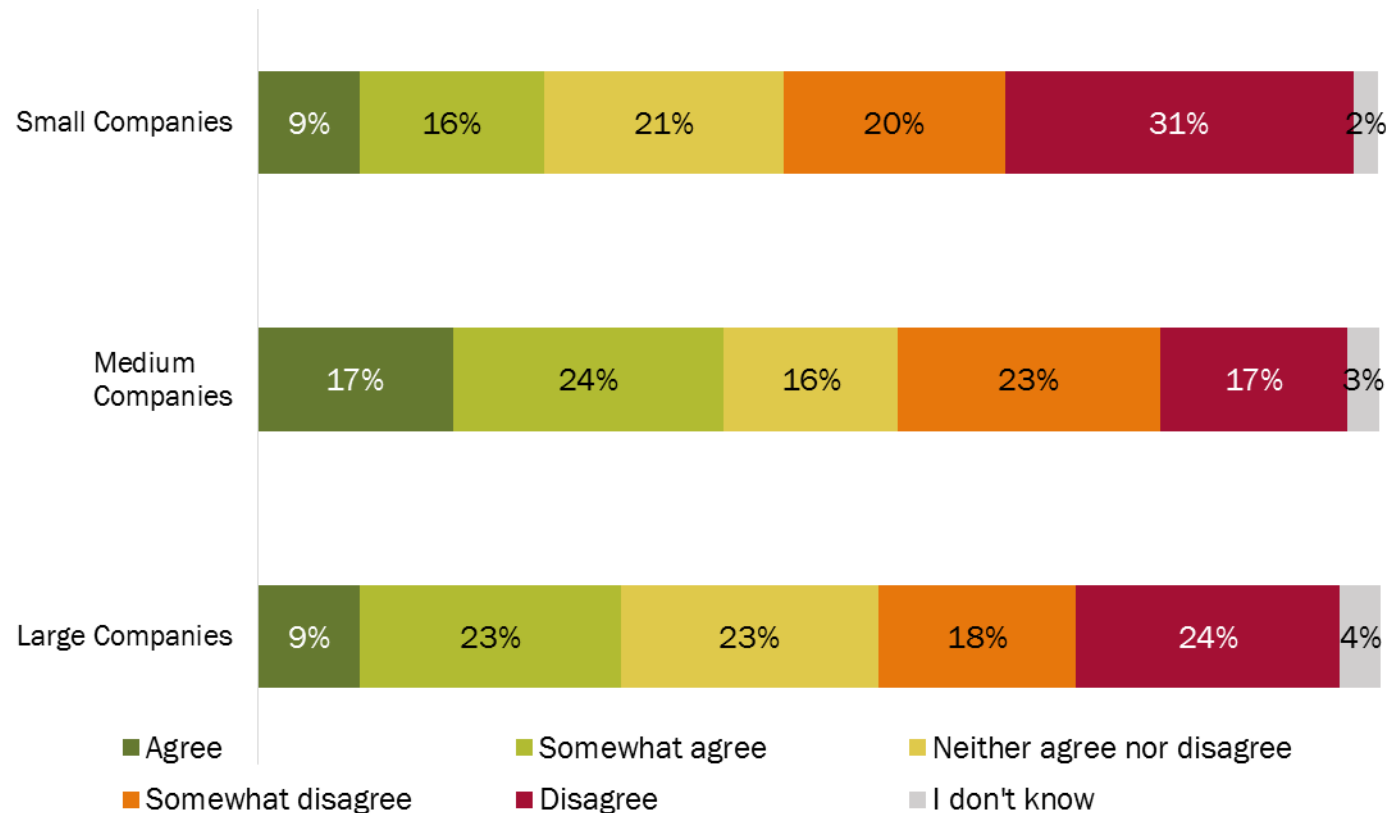
Awareness and Attitudes

Employee Attitudes to Upward Mobility

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B9. Please tell us how strongly you agree or disagree that each of the following conditions is a barrier to the upward mobility of low-wage employees at your company.

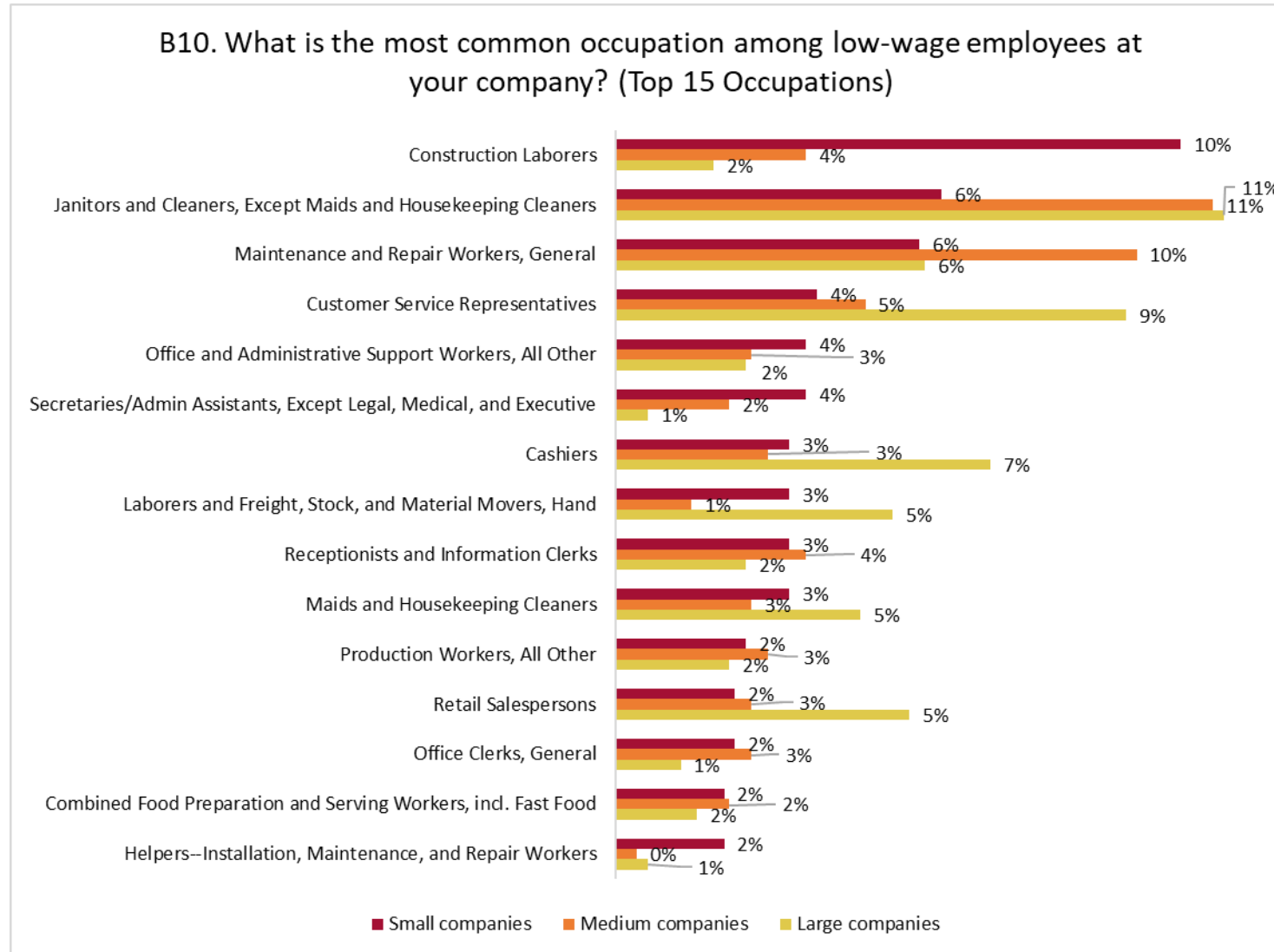
B9R6. Low-wage employees worry if they apply to a higher-level job and their application is not accepted there will be negative consequences for their job



Awareness and Attitudes

Occupation at Company

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.



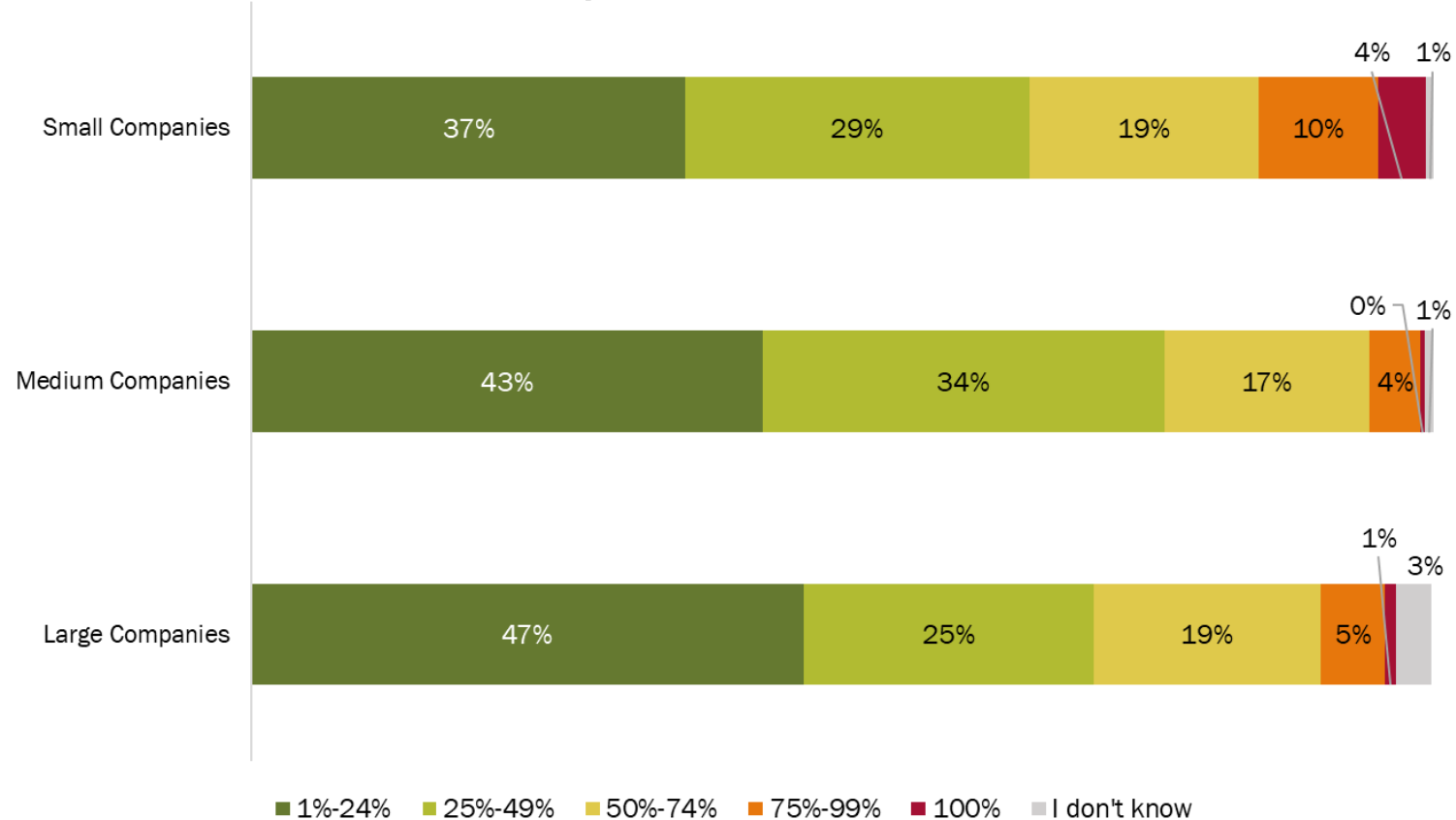
N = 1,150

Awareness and Attitudes

Low-Wage Employees

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B11. You selected [pipe: B10] as the most common low-wage occupation in your company. What percentage of your overall workforce is in this occupation?

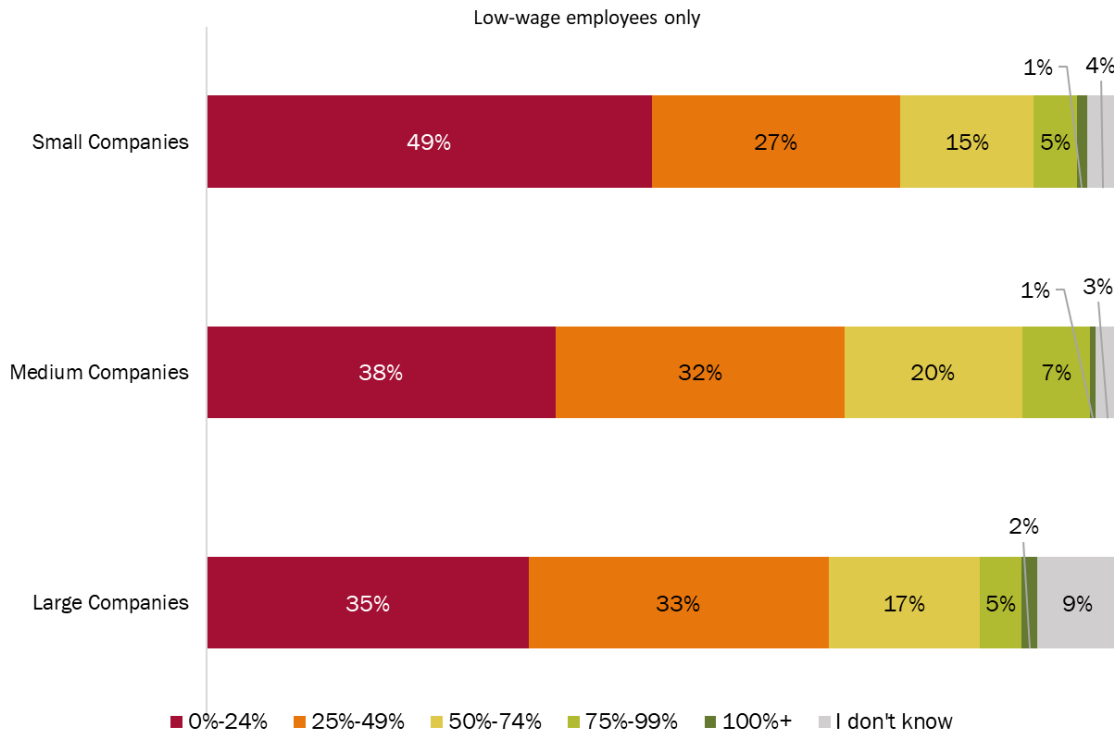


Awareness and Attitudes

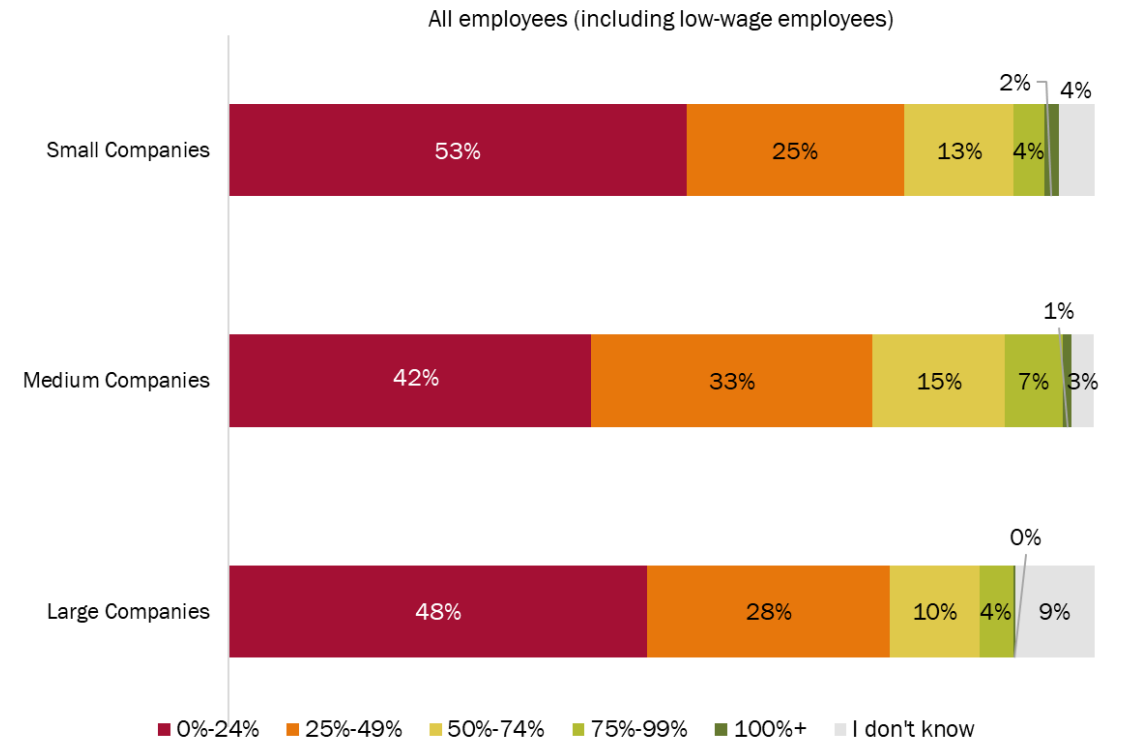
Turnover Rates

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B13. From January 2019 to January 2020 (the year prior to COVID-19), in your company, what would you estimate were the turnover rates of:



B13. From January 2019 to January 2020 (the year prior to COVID-19), in your company, what would you estimate were the turnover rates of:



Awareness and Attitudes

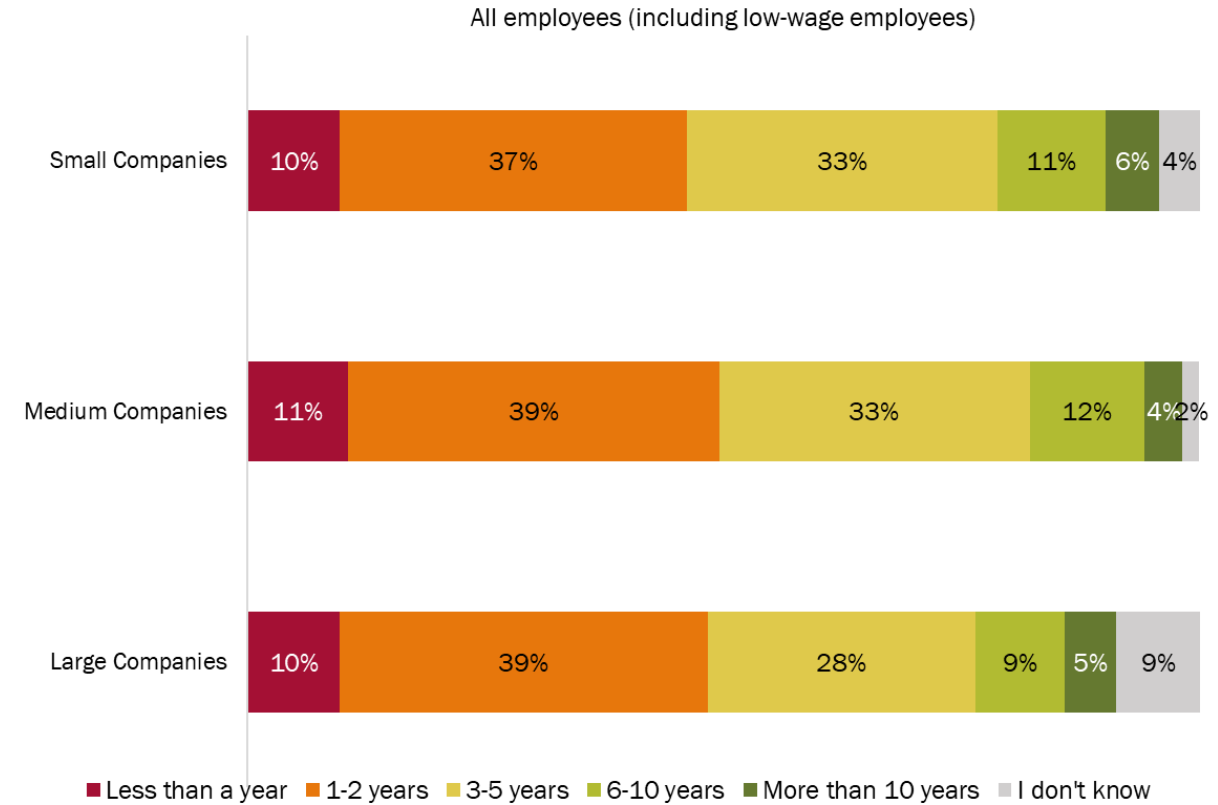
Tenure

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

B14. Prior to COVID-19, in January 2020, what would you estimate was the average tenure employed at your company of:



B14. Prior to COVID-19, in January 2020, what would you estimate was the average tenure employed at your company of:



Awareness and Attitudes

Tenure Comparison

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

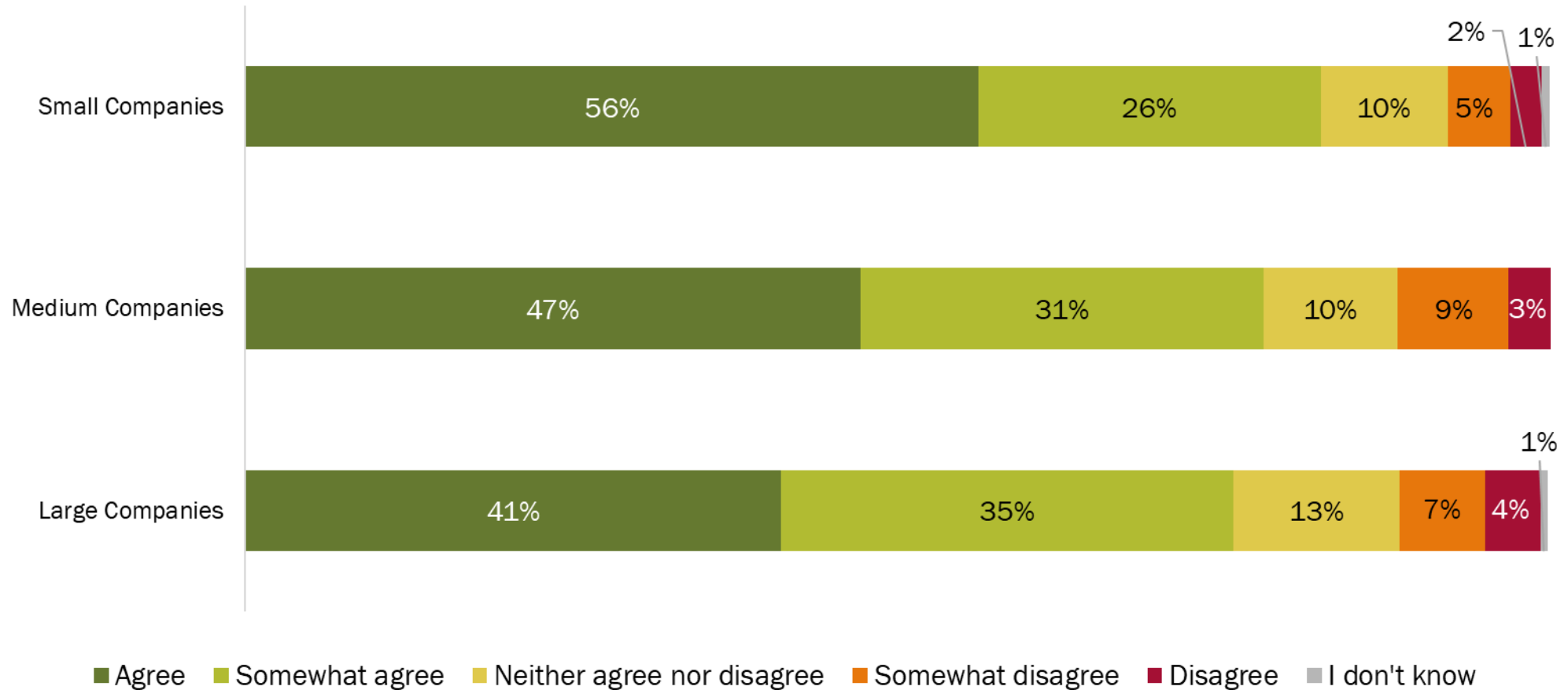
B15. You previously said the average tenure of low-wage employees at your company was [Pipe in tenure from Q14]. In your experience, is this:



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C1: For the following questions, please indicate how much you agree or disagree with the following set of statements.

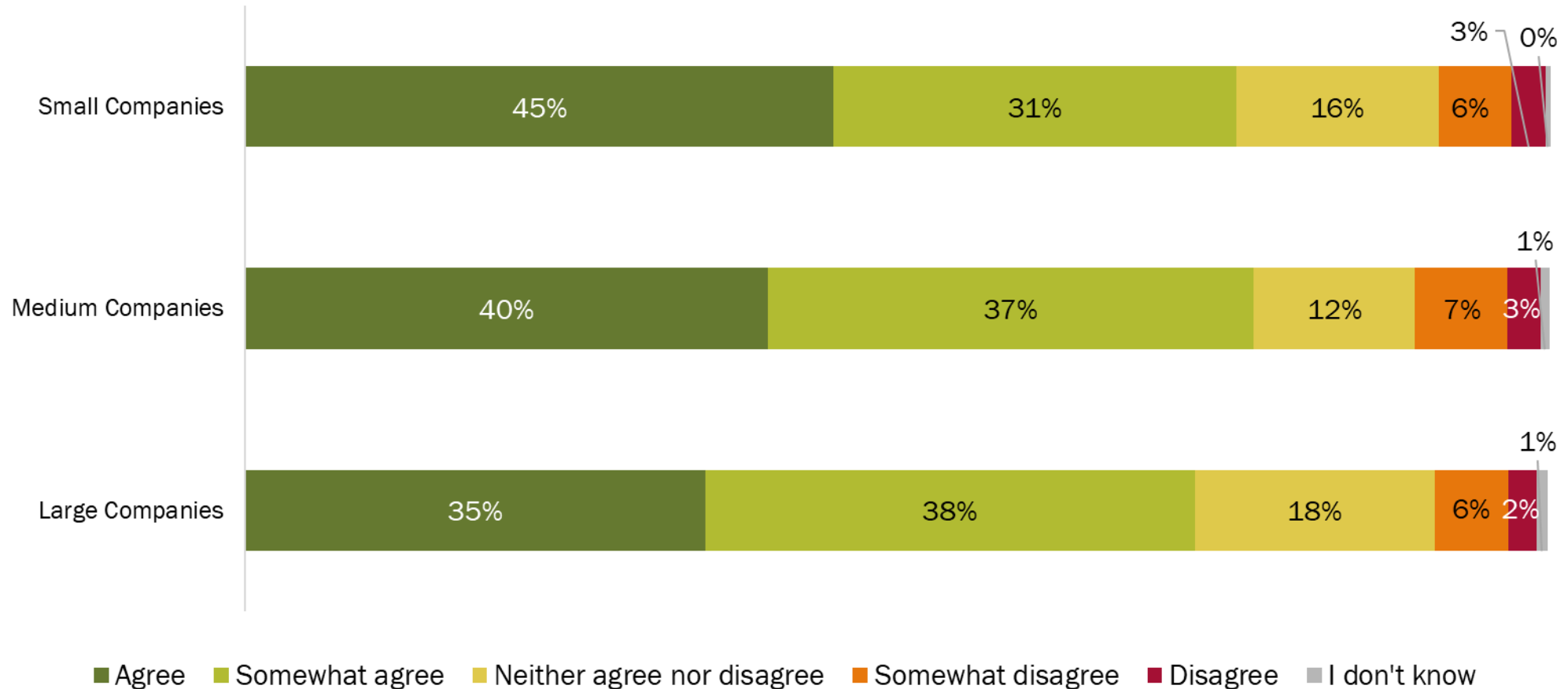
QC1R1. My company values low-wage employees



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C1: For the following questions, please indicate how much you agree or disagree with the following set of statements.

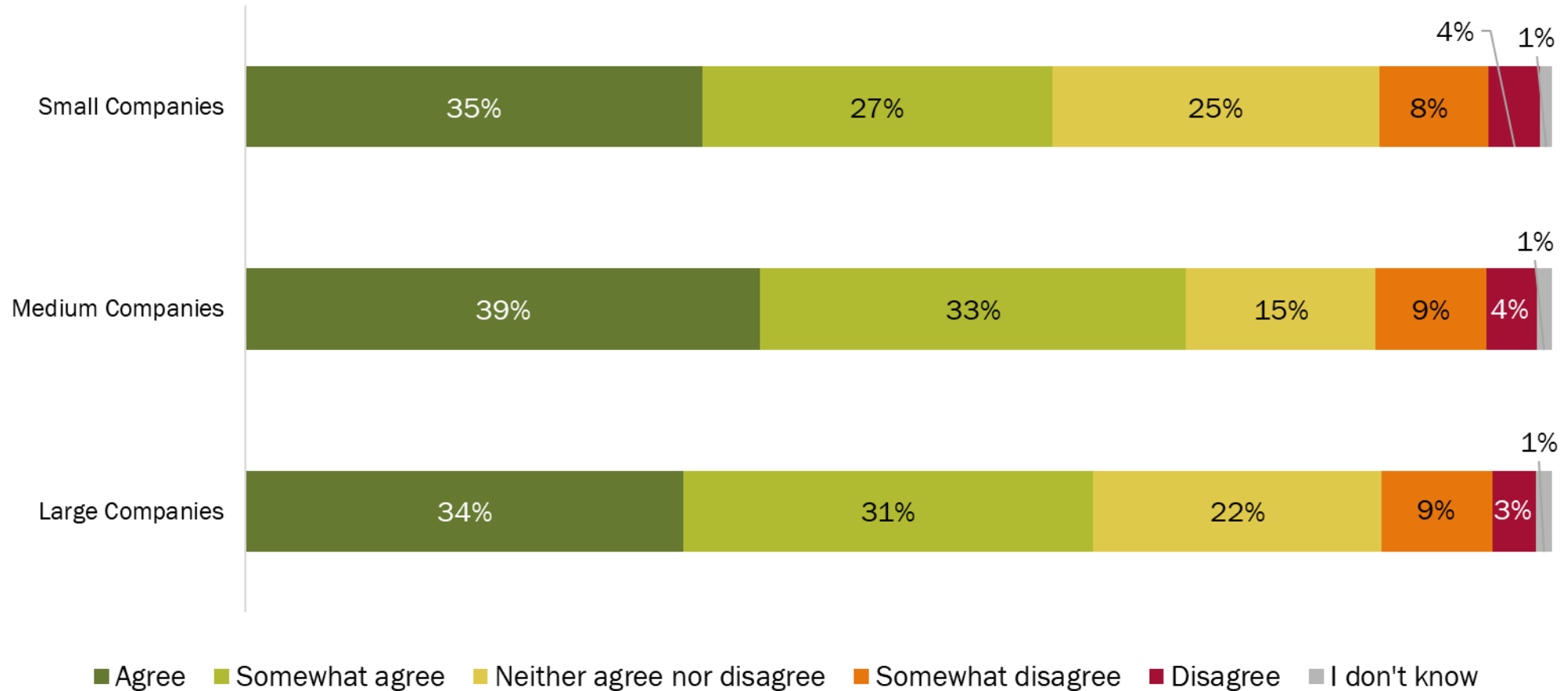
QC1R2. My company is a great place to work for low-wage employees



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C1: For the following questions, please indicate how much you agree or disagree with the following set of statements.

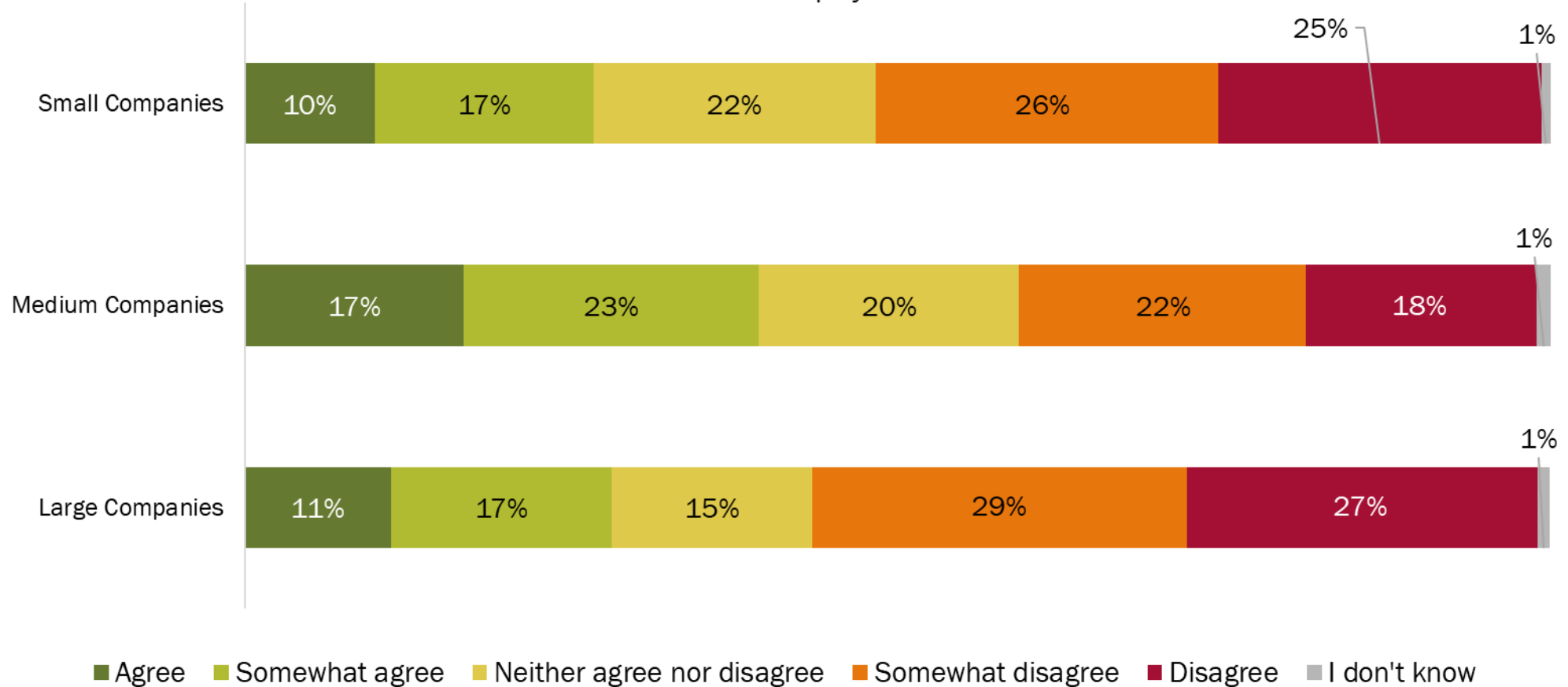
QC1R3. My company's culture inspires low-wage employees to try to move up



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C1: For the following questions, please indicate how much you agree or disagree with the following set of statements.

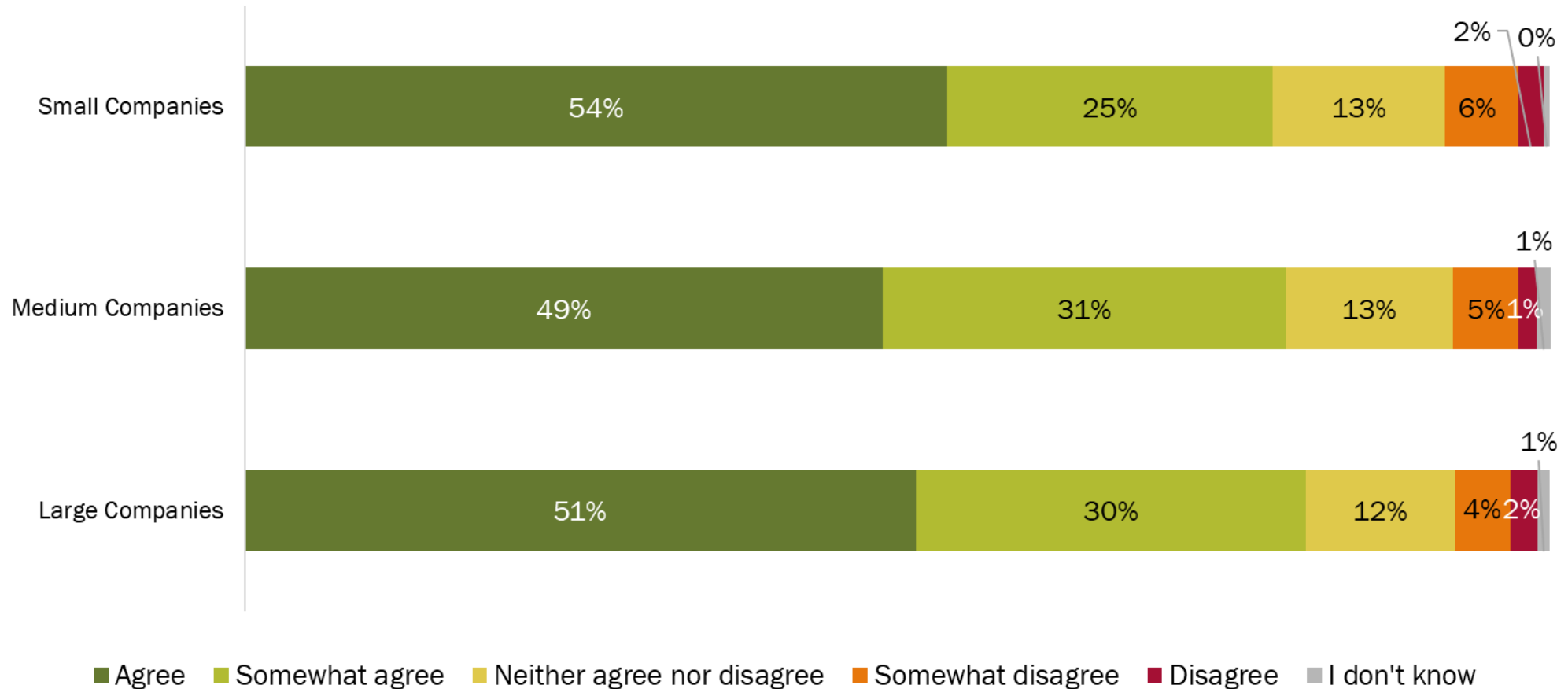
QC1R4. I am skeptical of the benefits of investing in the upward mobility of low-wage employees



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C1: For the following questions, please indicate how much you agree or disagree with the following set of statements.

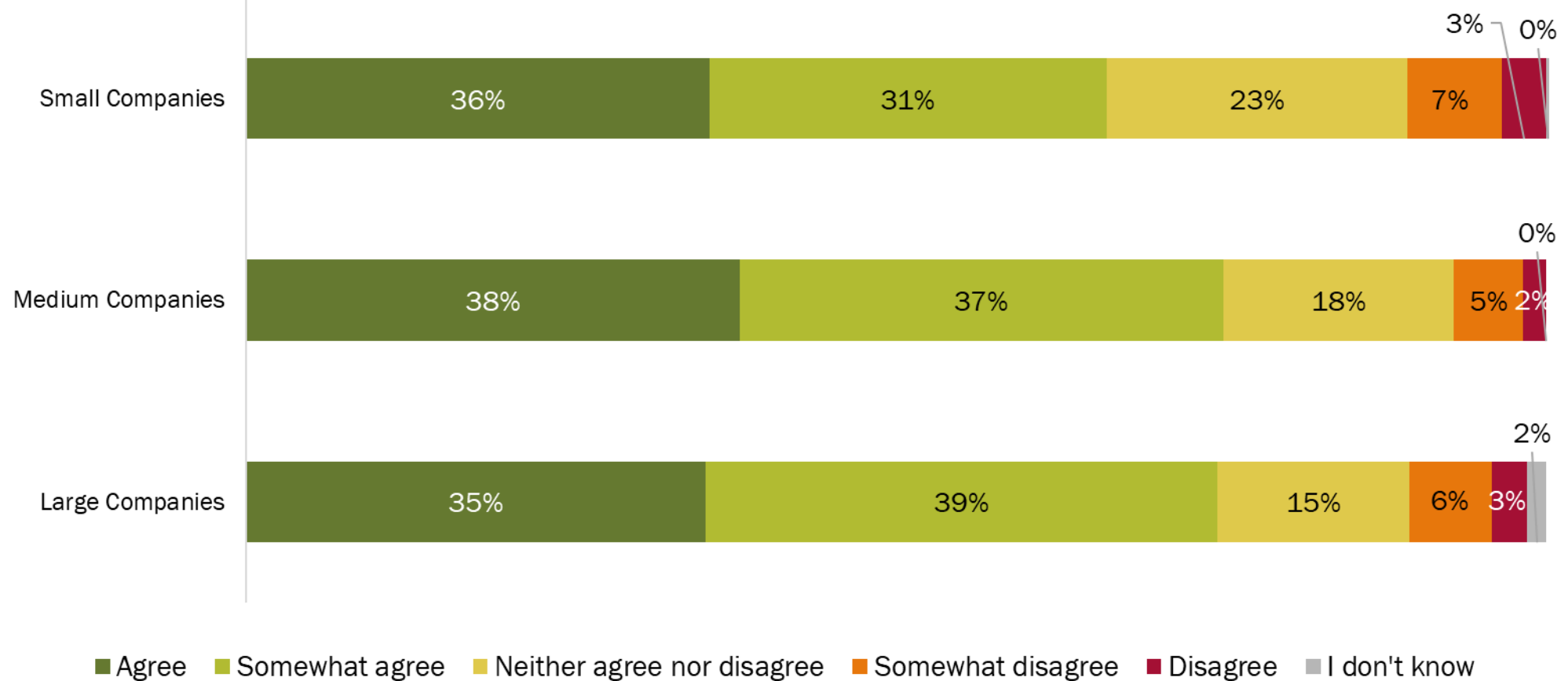
QC1R5. Low-wage employees are crucial to my company's success



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C1: For the following questions, please indicate how much you agree or disagree with the following set of statements.

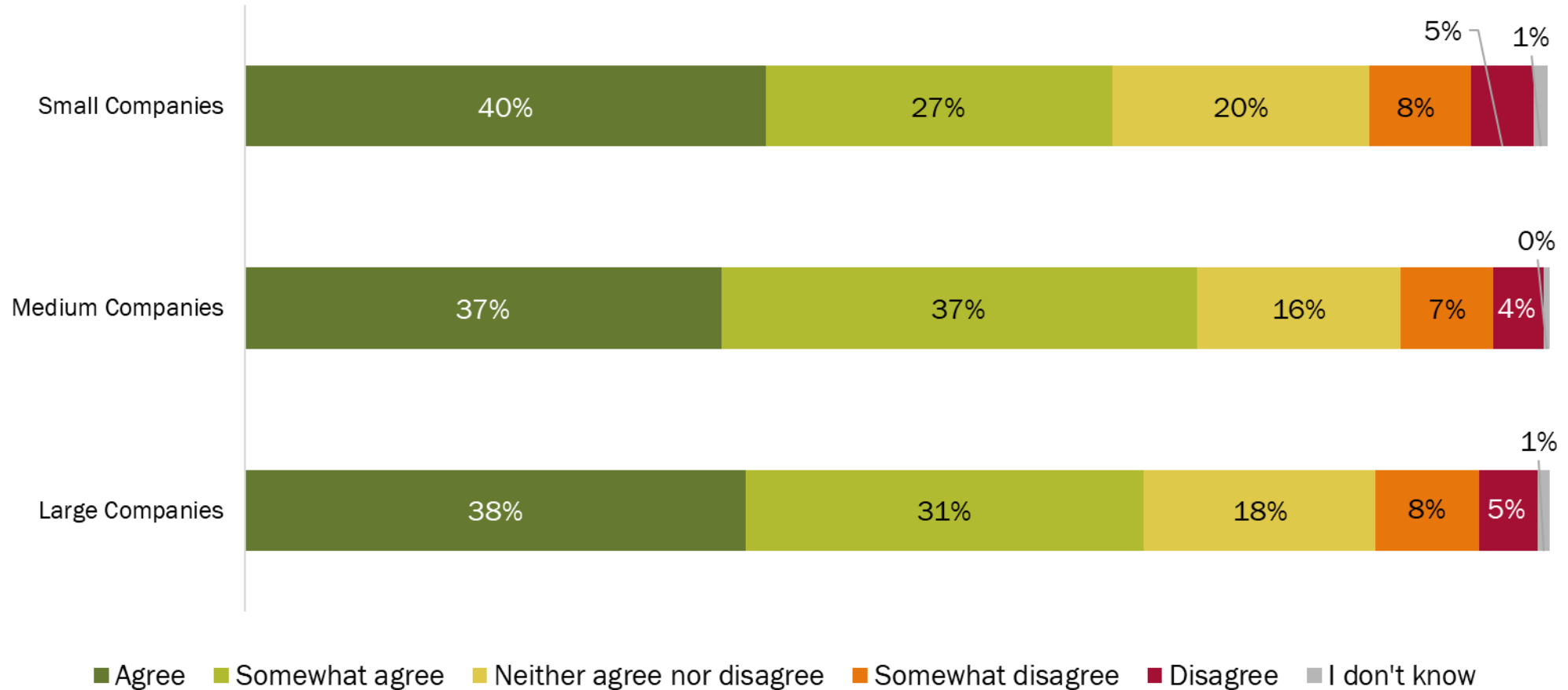
QC1R6. It is essential to my company's success for low-wage employees to have upward mobility



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C1: For the following questions, please indicate how much you agree or disagree with the following set of statements.

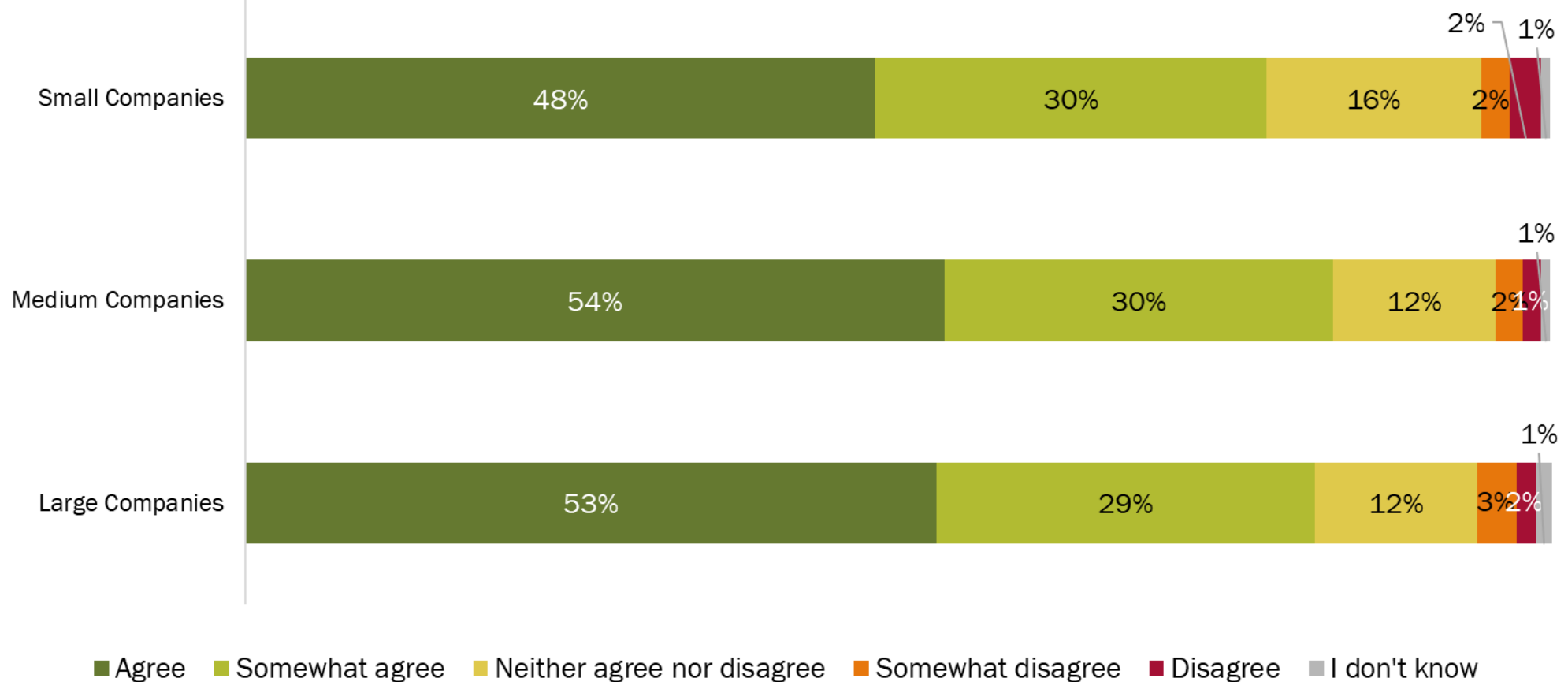
QC1R7. My company has a culture that prioritizes “hiring from within” over “hiring from outside”



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C1: For the following questions, please indicate how much you agree or disagree with the following set of statements.

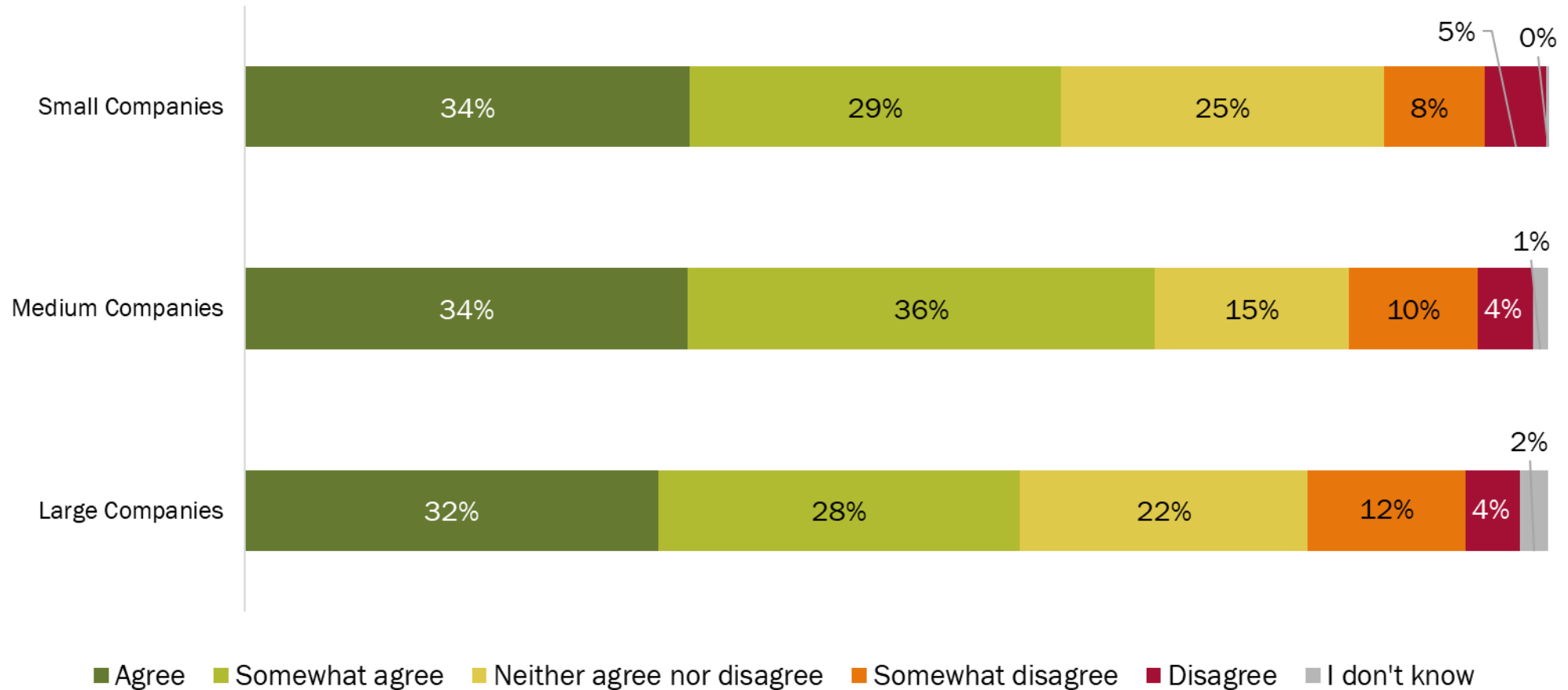
QC1R8. I am open to learning about how increasing the upward mobility of low-wage employees might benefit my company



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C1: For the following questions, please indicate how much you agree or disagree with the following set of statements.

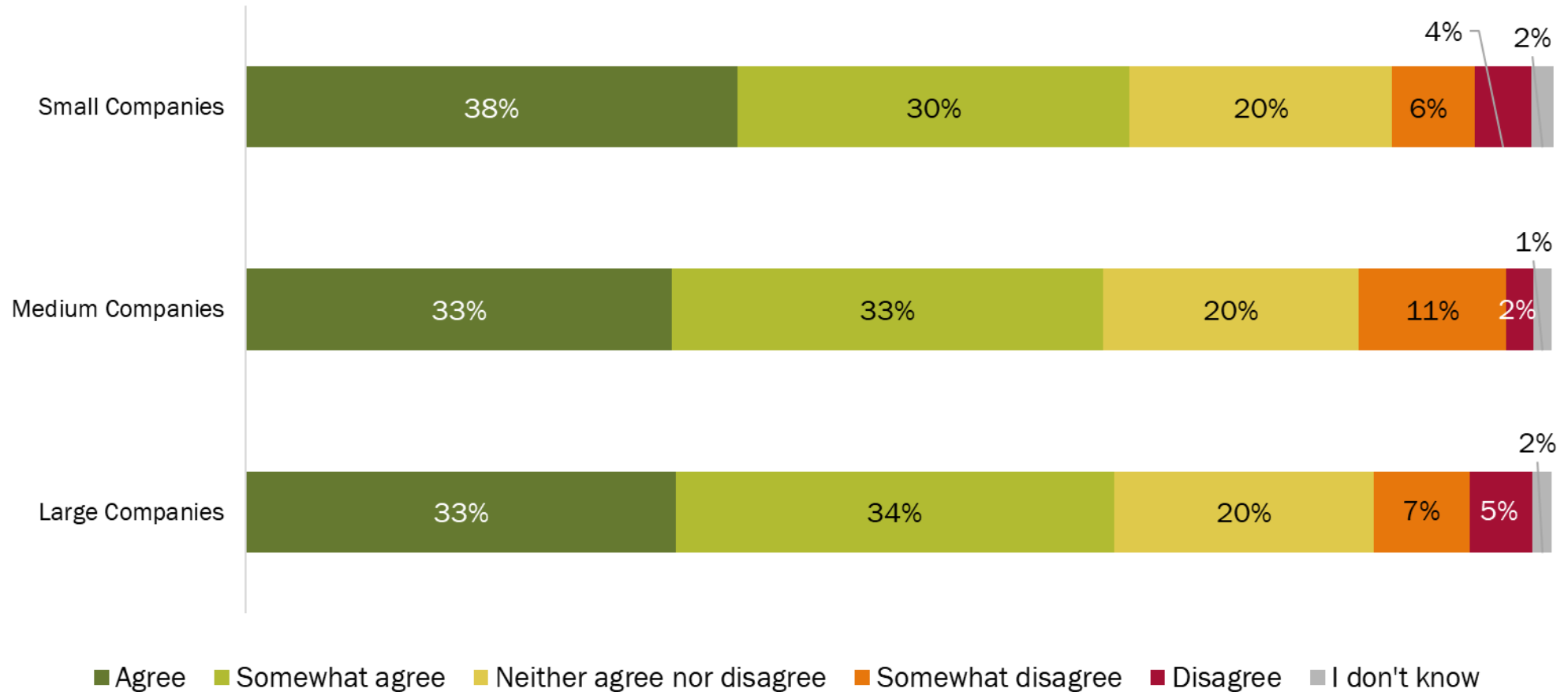
QC1R9. I am proud of how my company invests in the upward mobility of low-wage employees



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

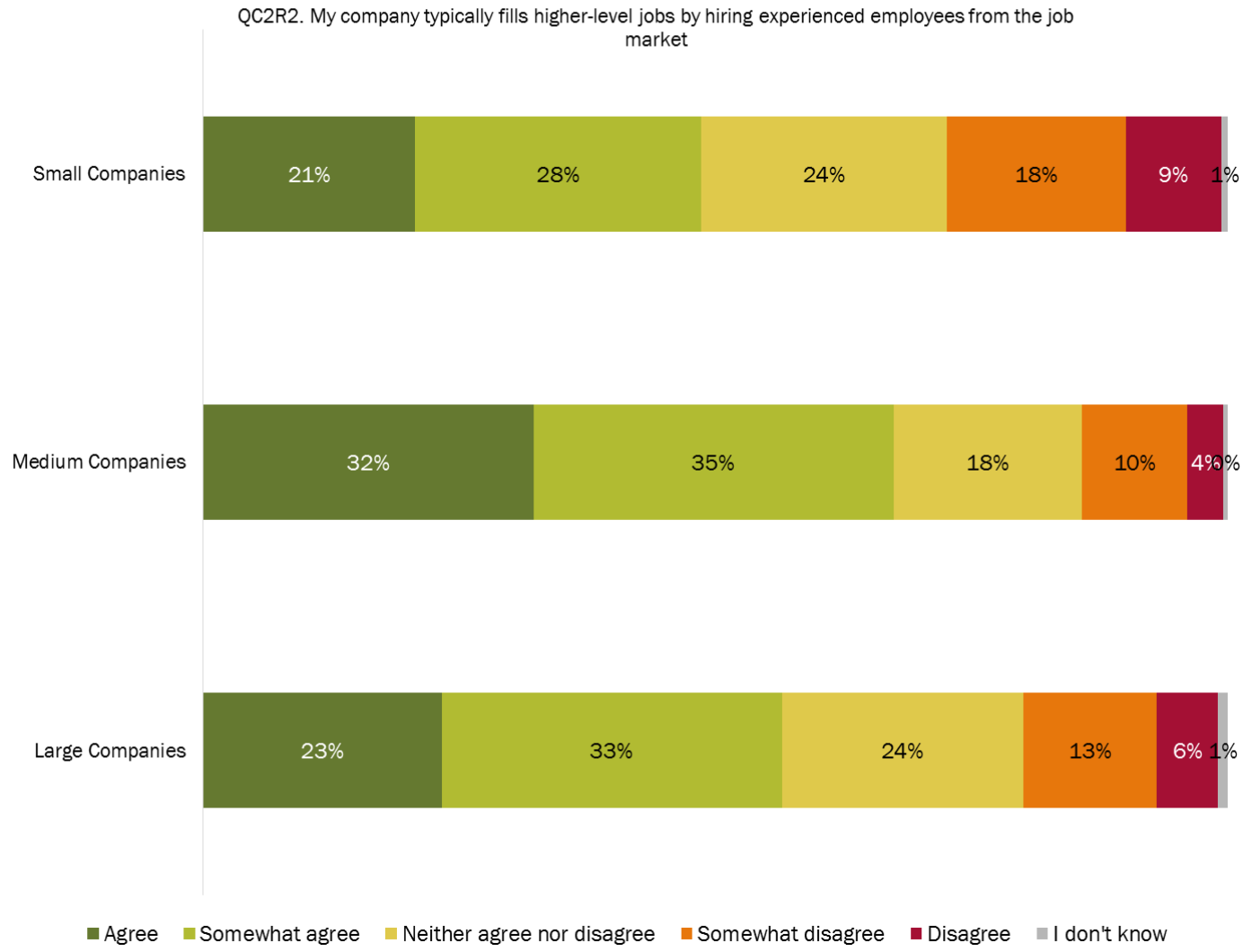
C2. For the following questions, please indicate how much you agree or disagree with the following set of statements.

QC2R1. My company works to maintain headcount through economic downturns



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C2. For the following questions, please indicate how much you agree or disagree with the following set of statements.

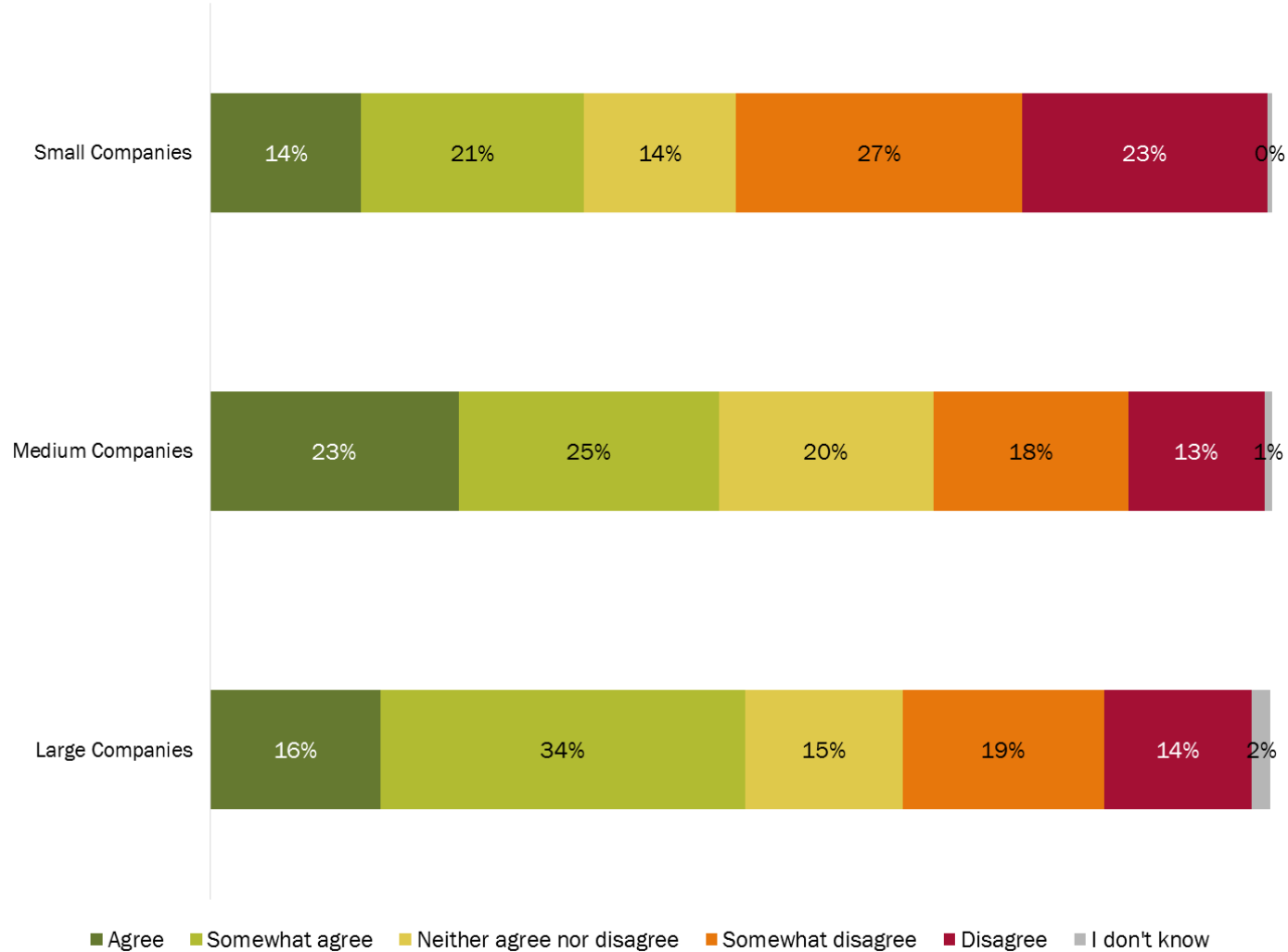


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C2. For the following questions, please indicate how much you agree or disagree with the following set of statements.

QC2R3. My company views low-wage employees as easily replaceable

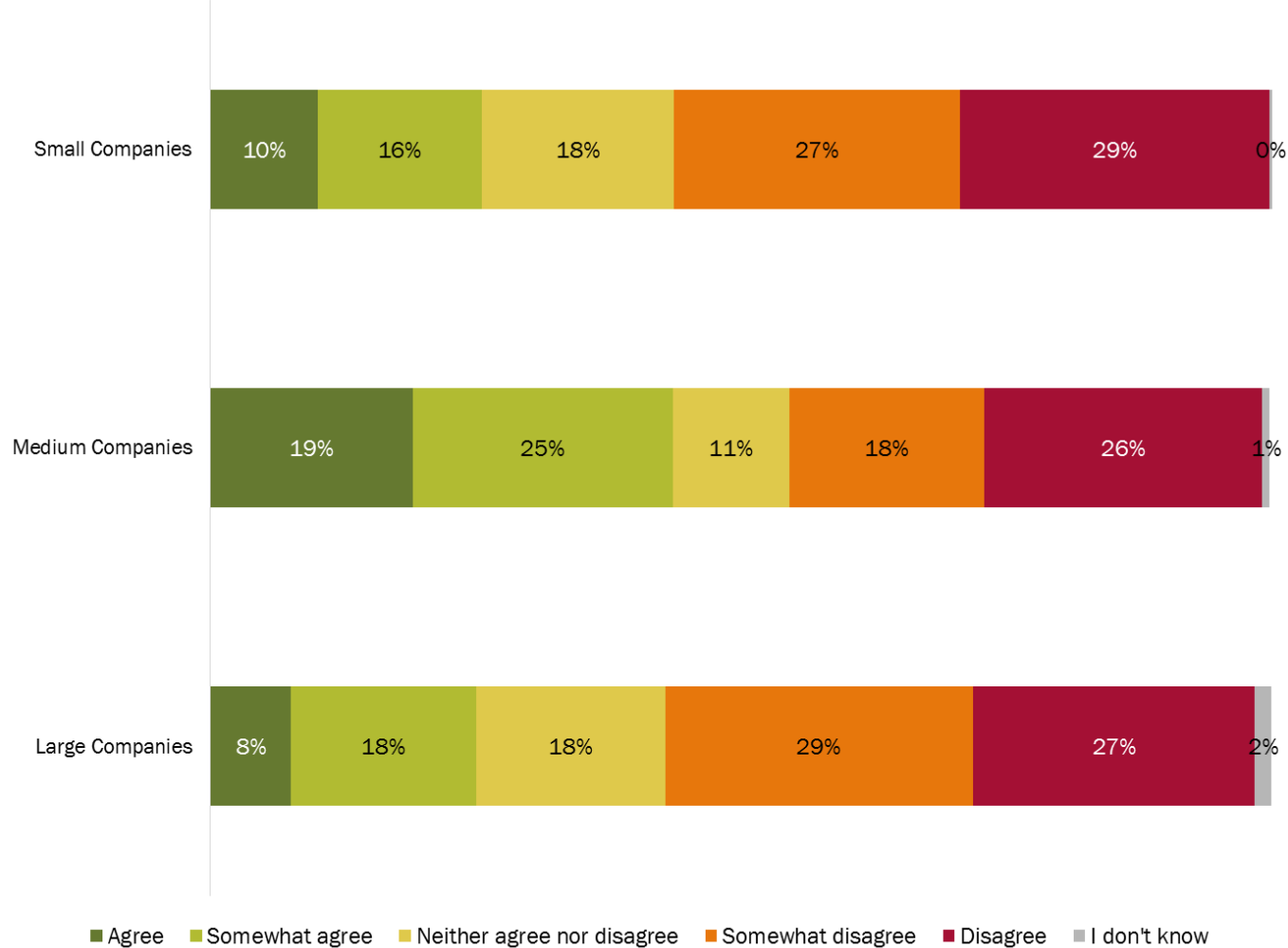


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C2. For the following questions, please indicate how much you agree or disagree with the following set of statements.

QC2R4. My company doesn't invest in training low-wage employees because they will leave

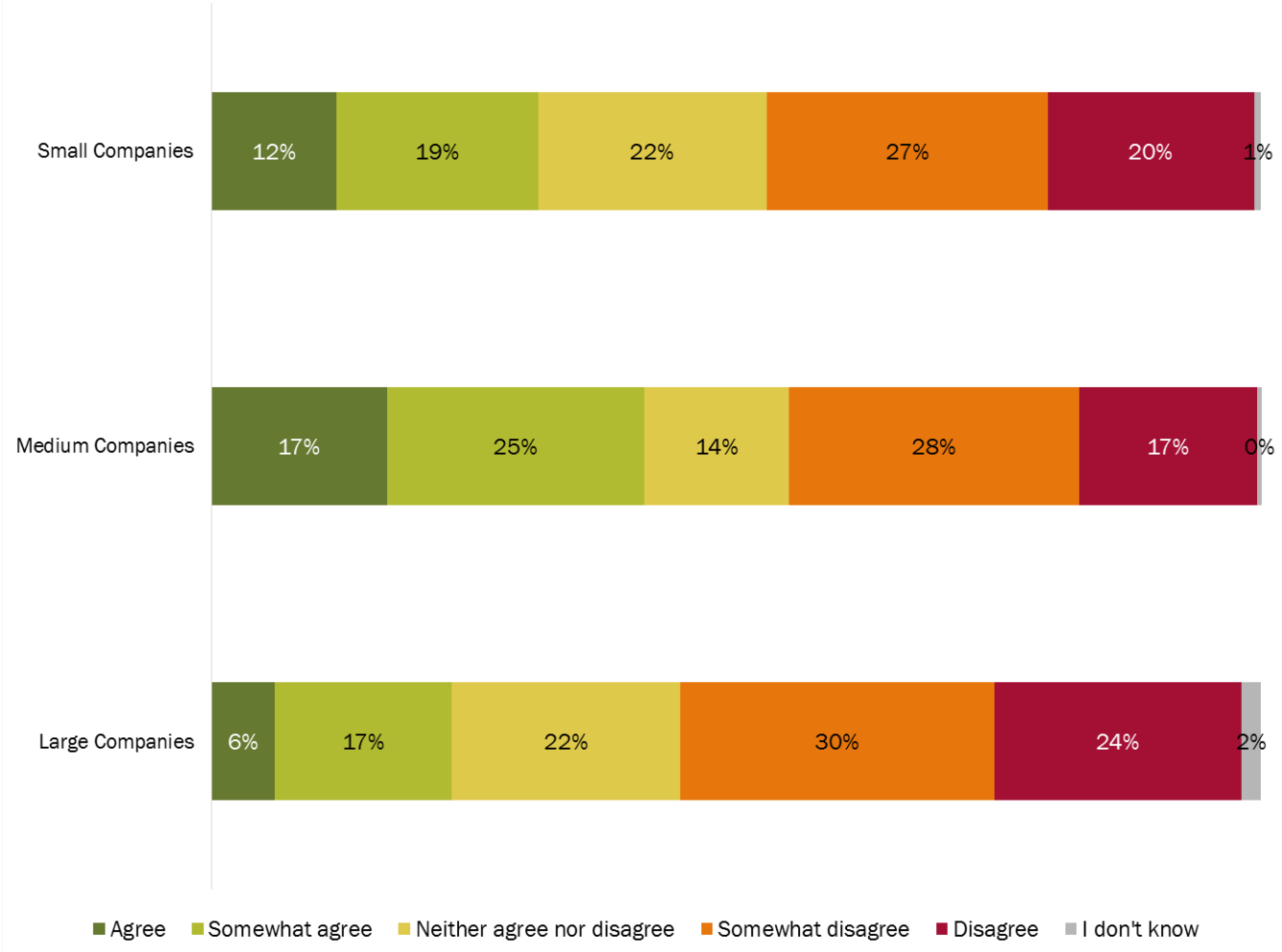


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C2. For the following questions, please indicate how much you agree or disagree with the following set of statements.

QC2R5. Low-wage employees don't require additional upskilling to serve my company better

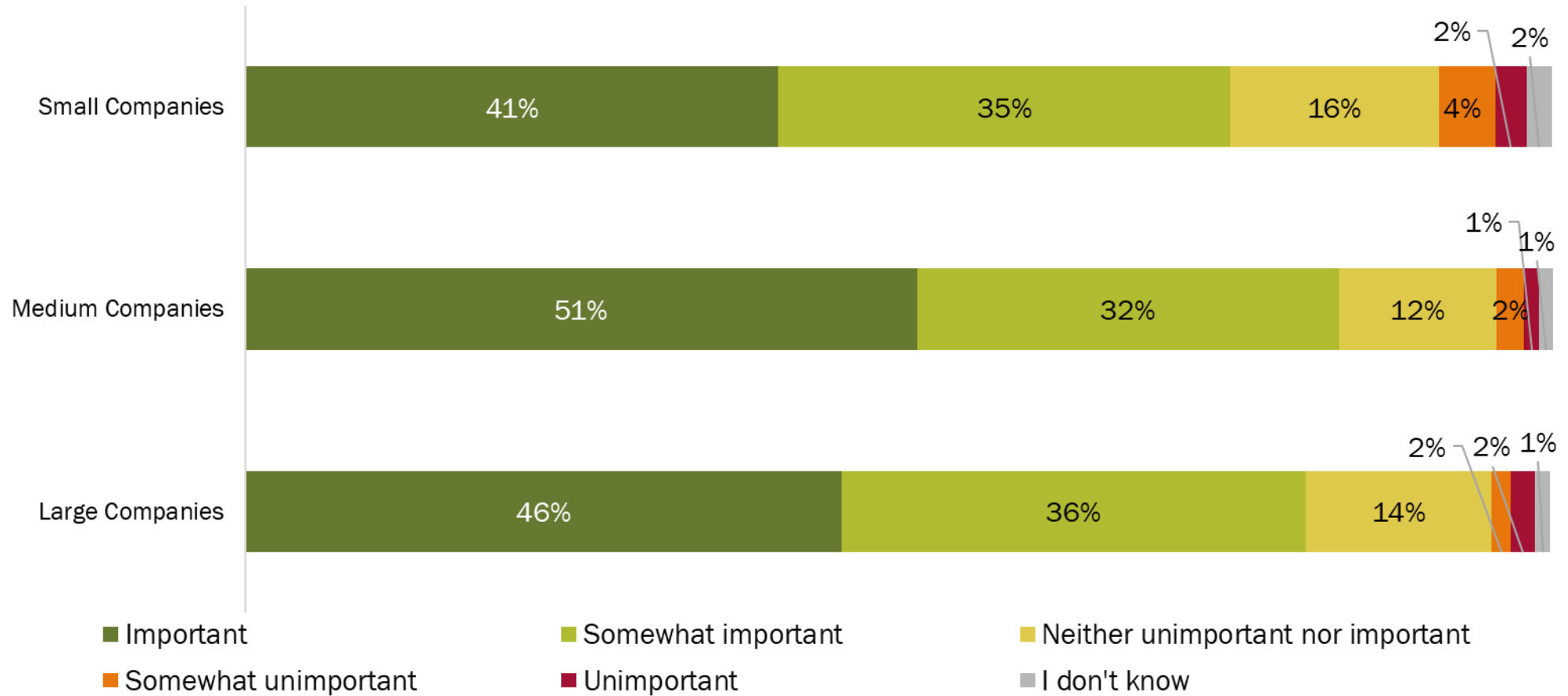


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

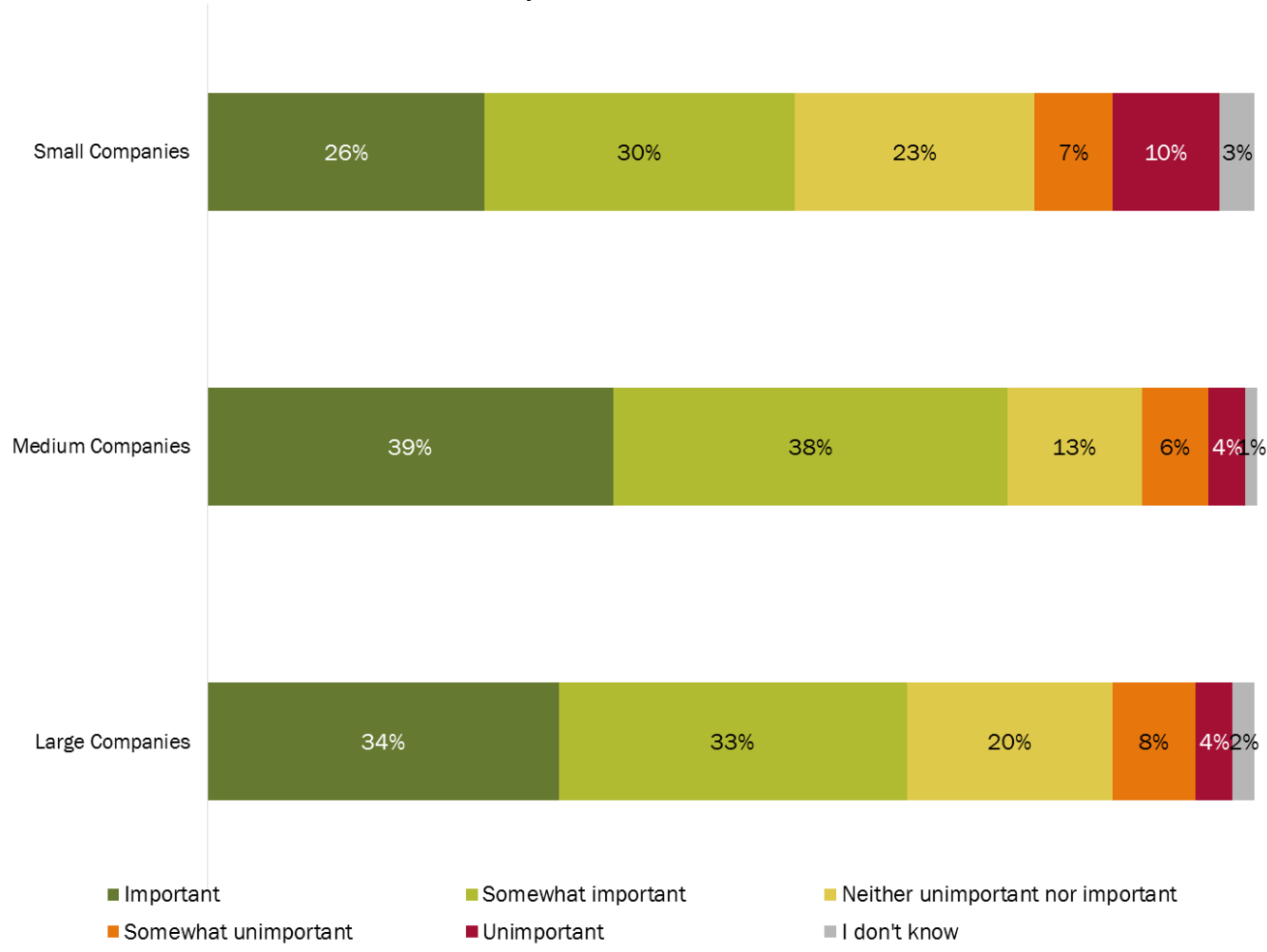
QC3R1. Location



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

QC3R2. Control over work location

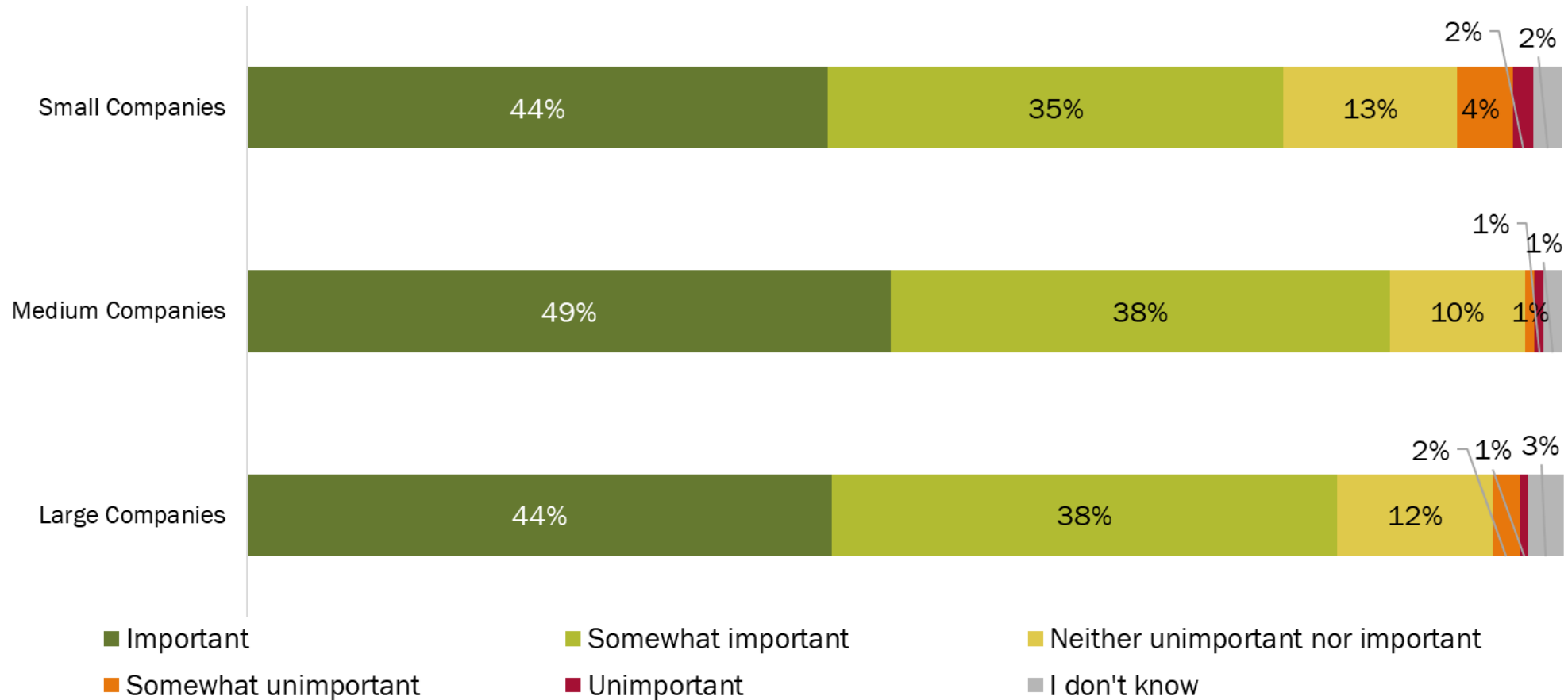


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

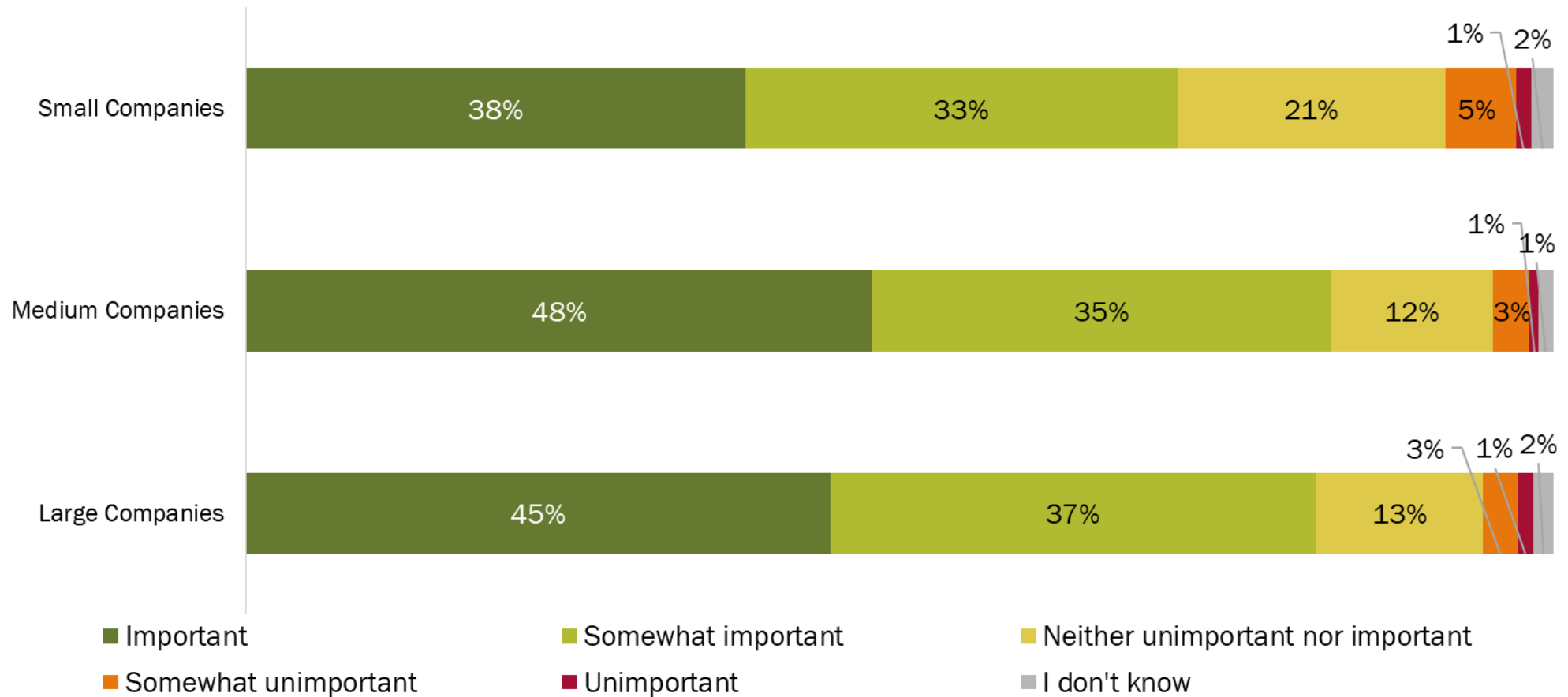
QC3R3. Convenient to get to work location



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

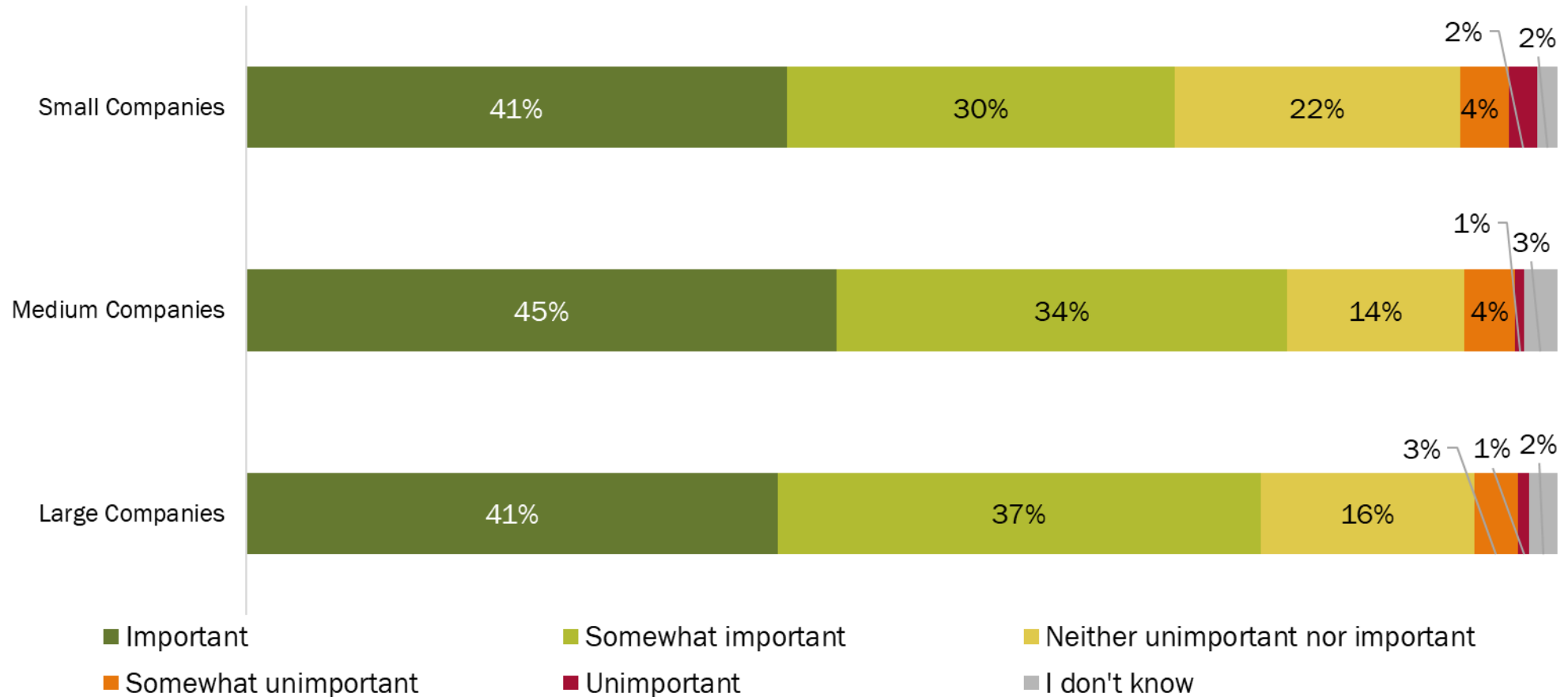
QC3R4. Opportunities for upward mobility



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

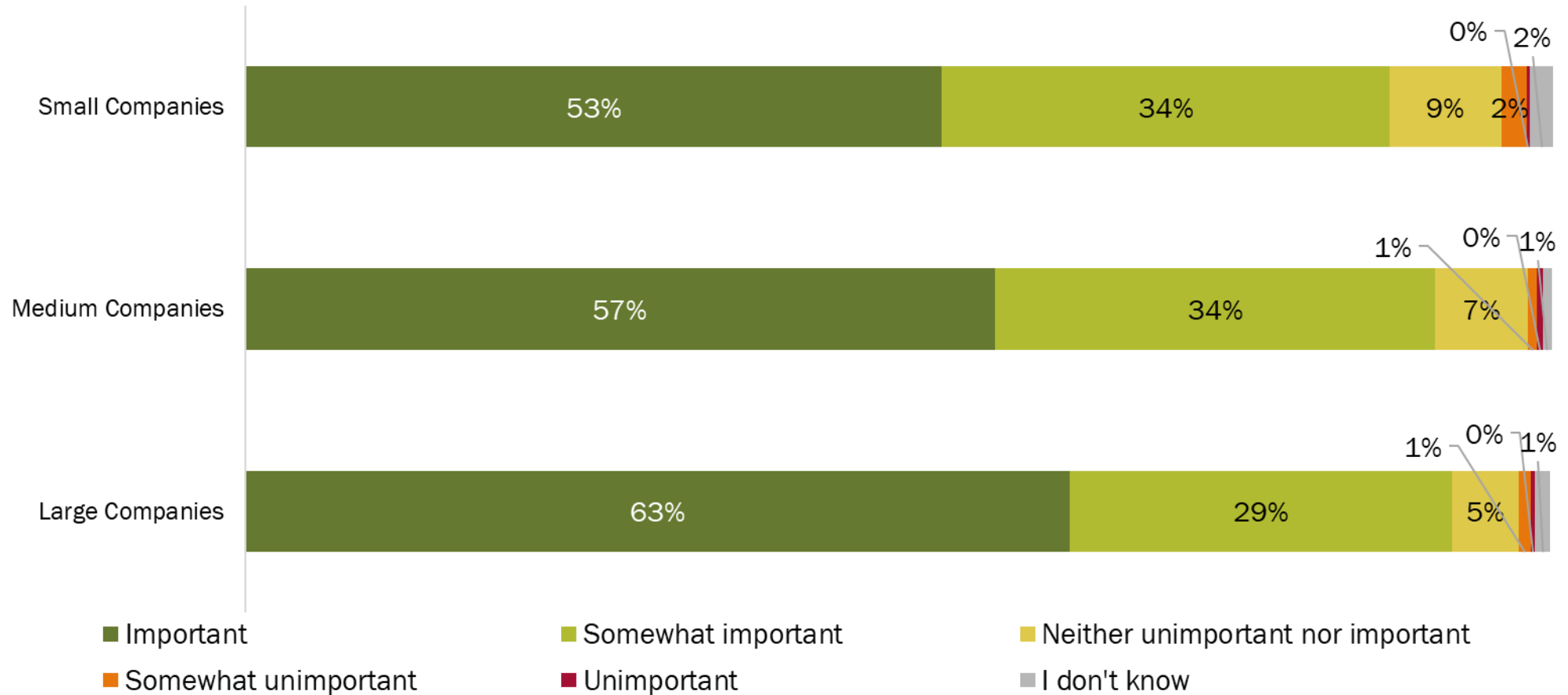
QC3R5. Clear communication about opportunities for upward mobility



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

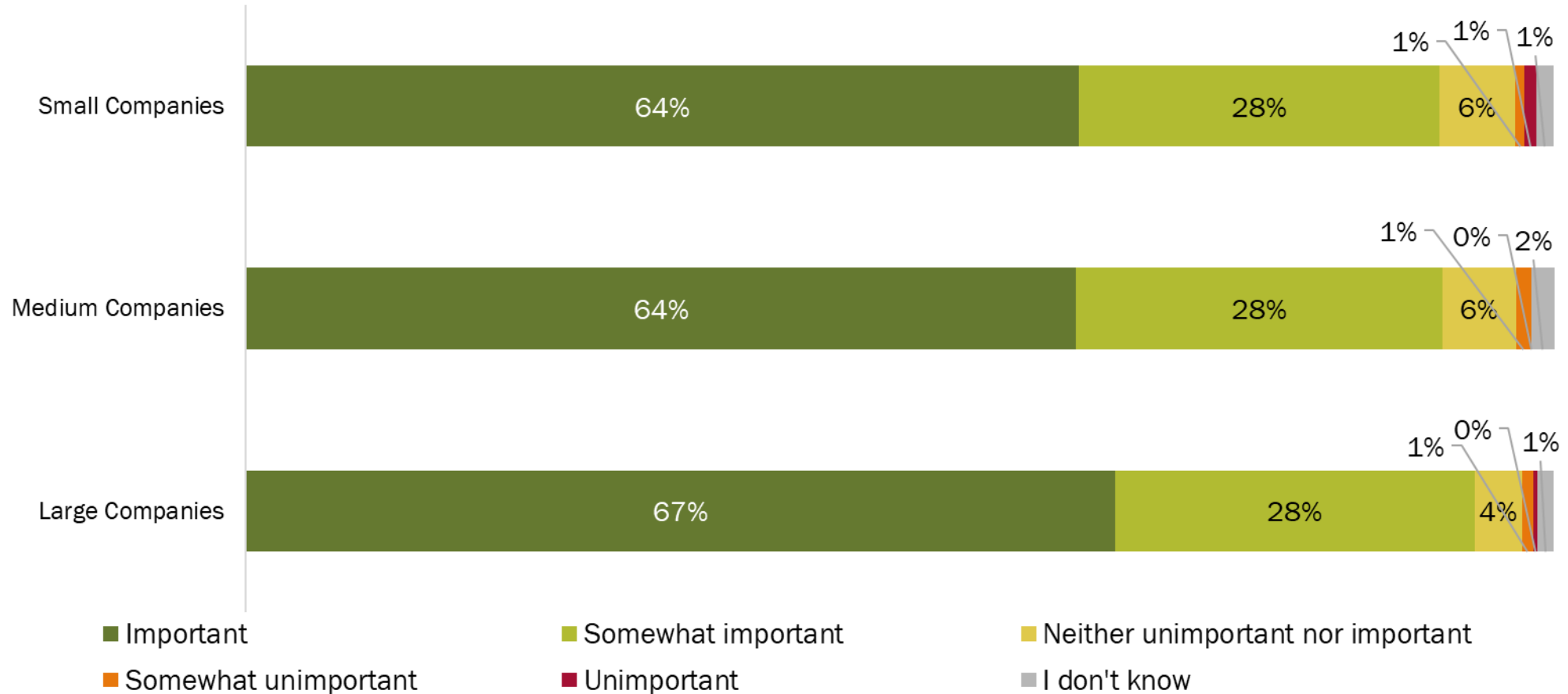
QC3R6. Level of pay



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

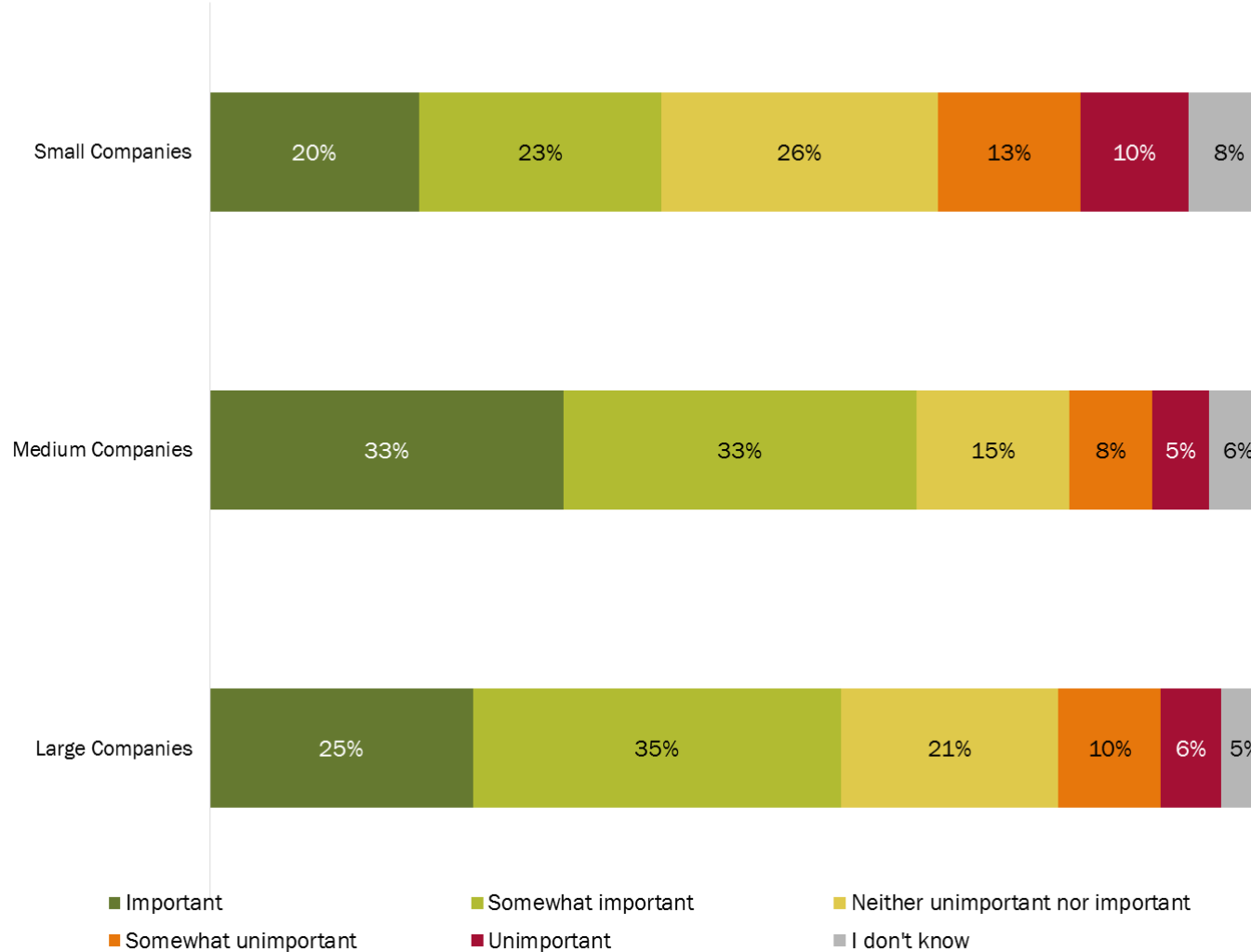
QC3R7. Stable and predictable pay



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

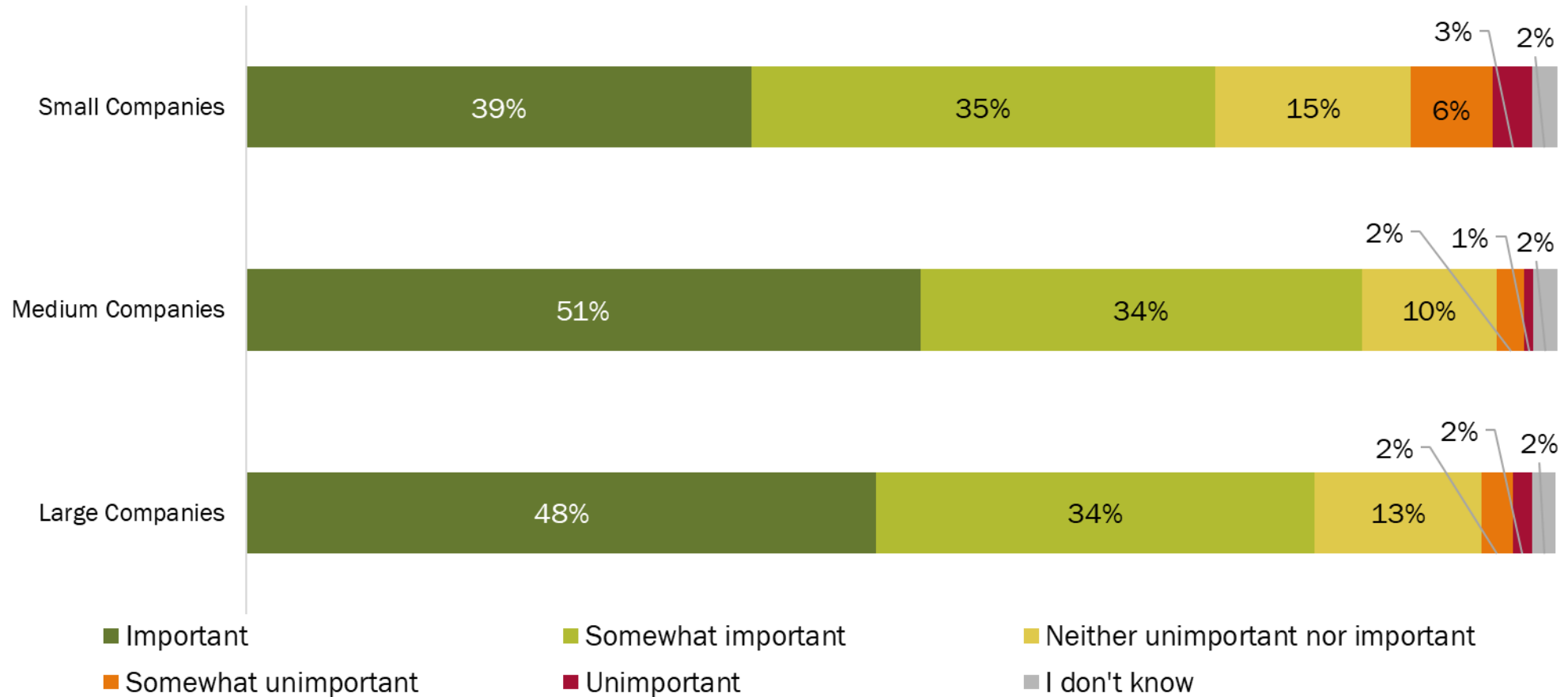
QC3R8. Caregiving assistance benefit



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

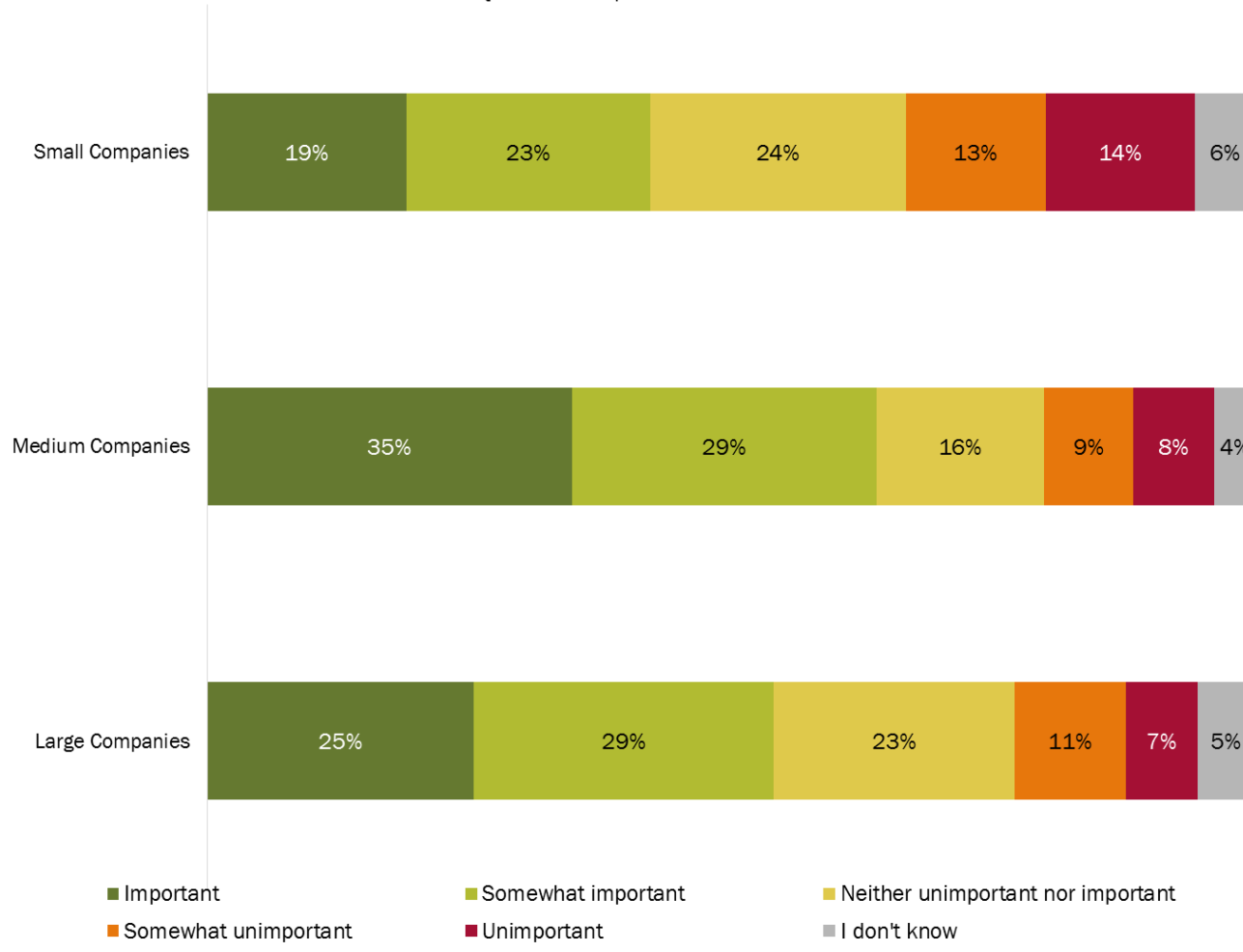
QC3R9. Flexible sick time policy



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

QC3R10. Transportation assistance benefit

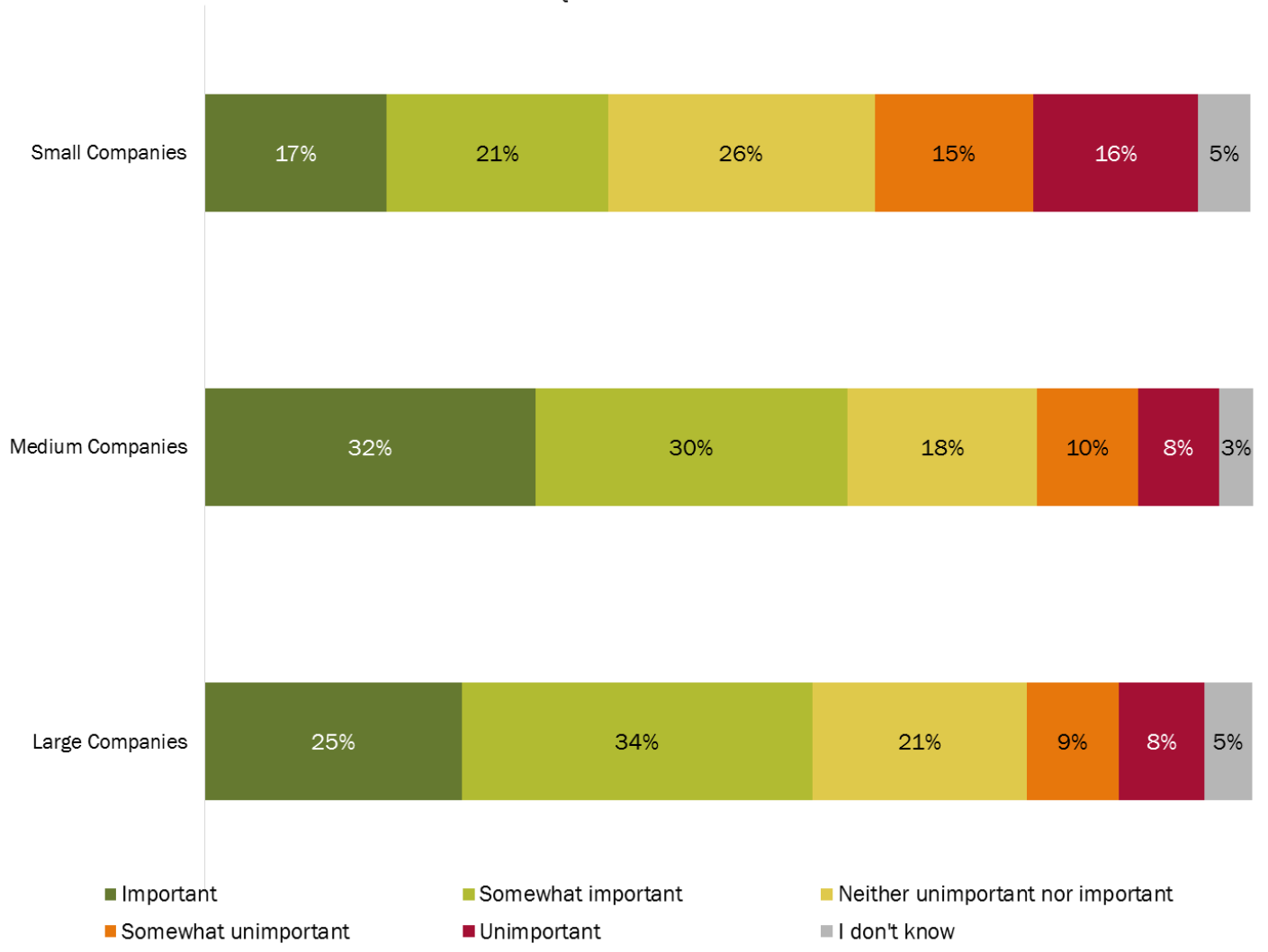


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

QC3R11. Tuition benefits

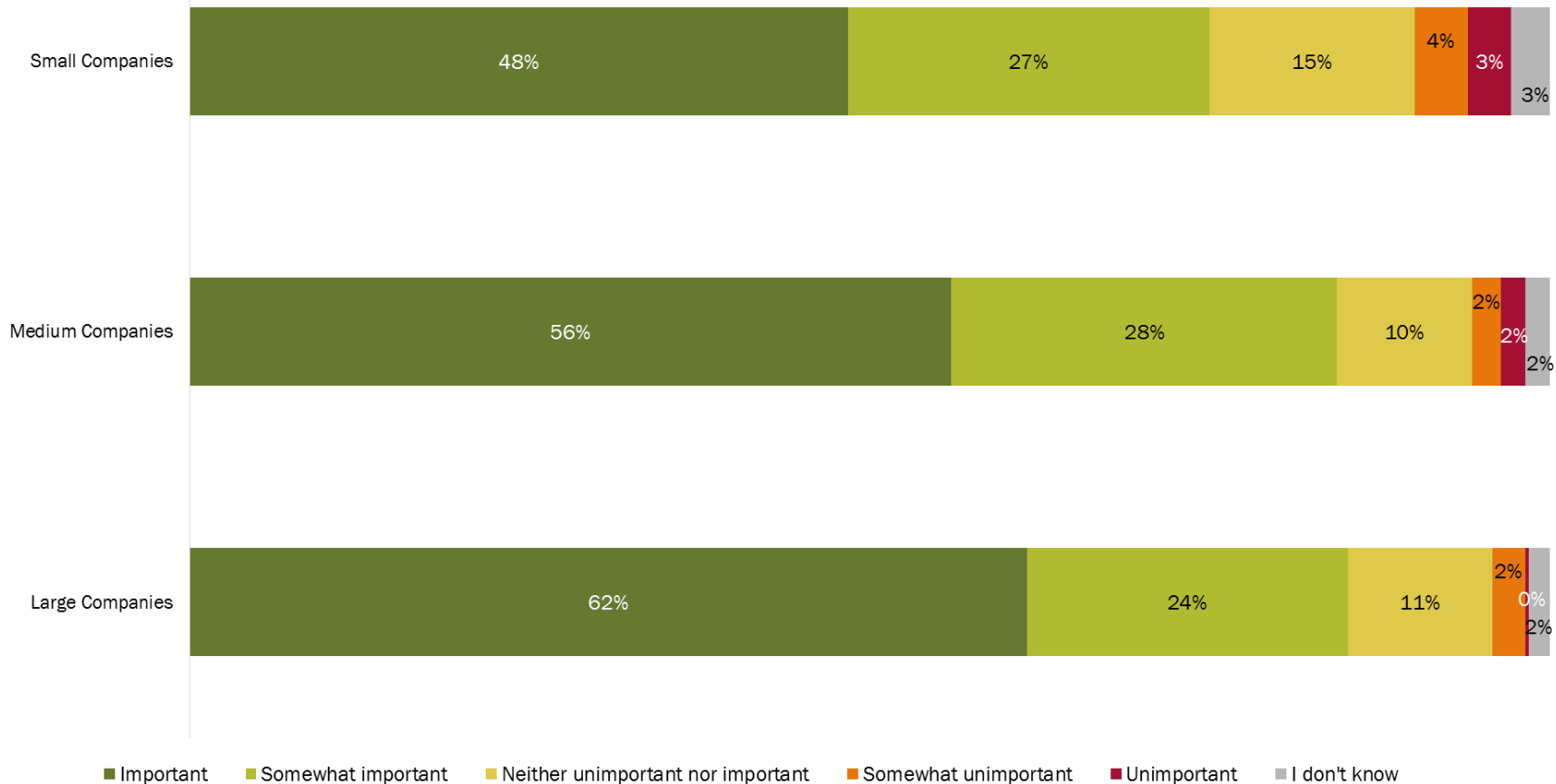


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

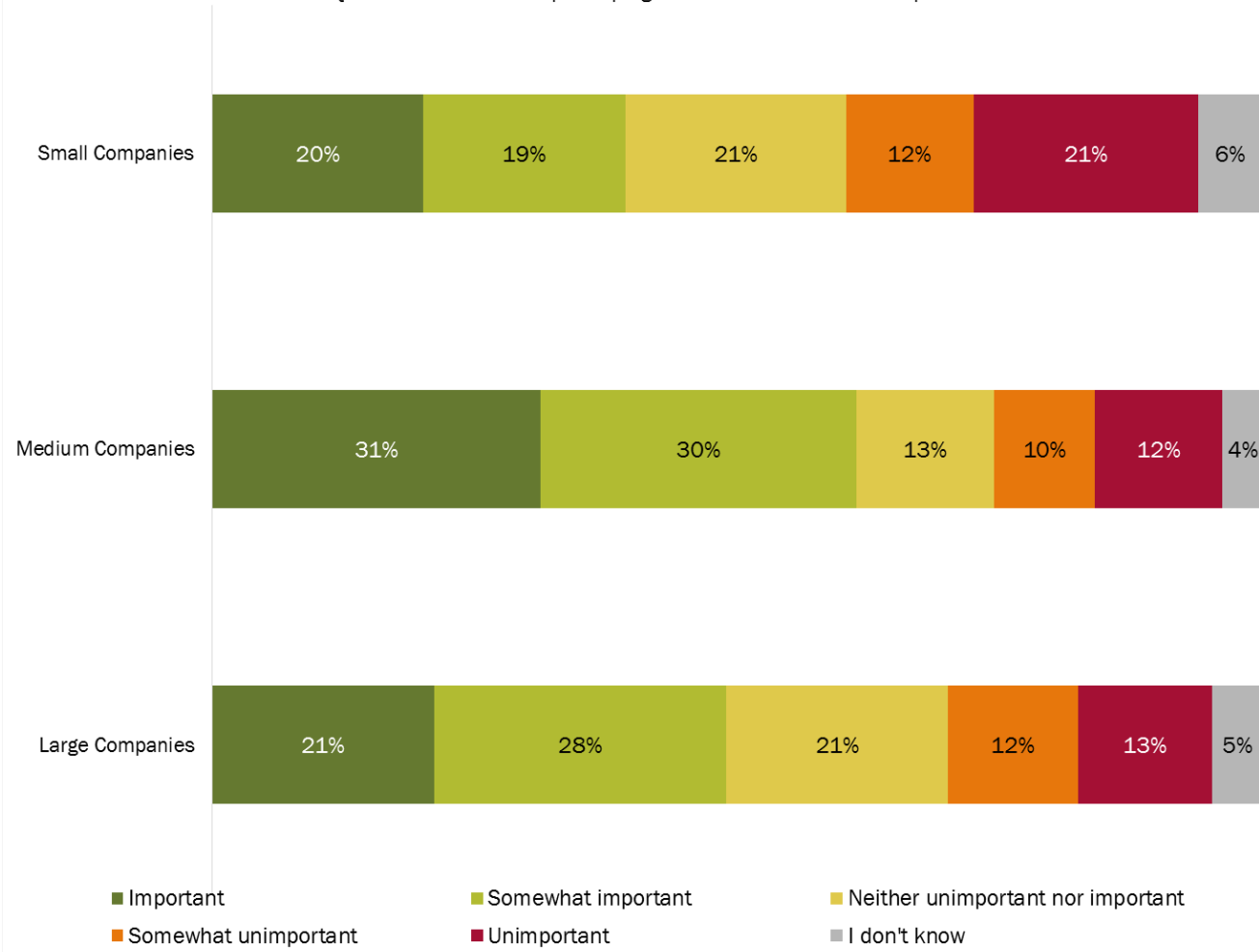
QC3R12. Other company benefits (e.g., healthcare benefits)



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

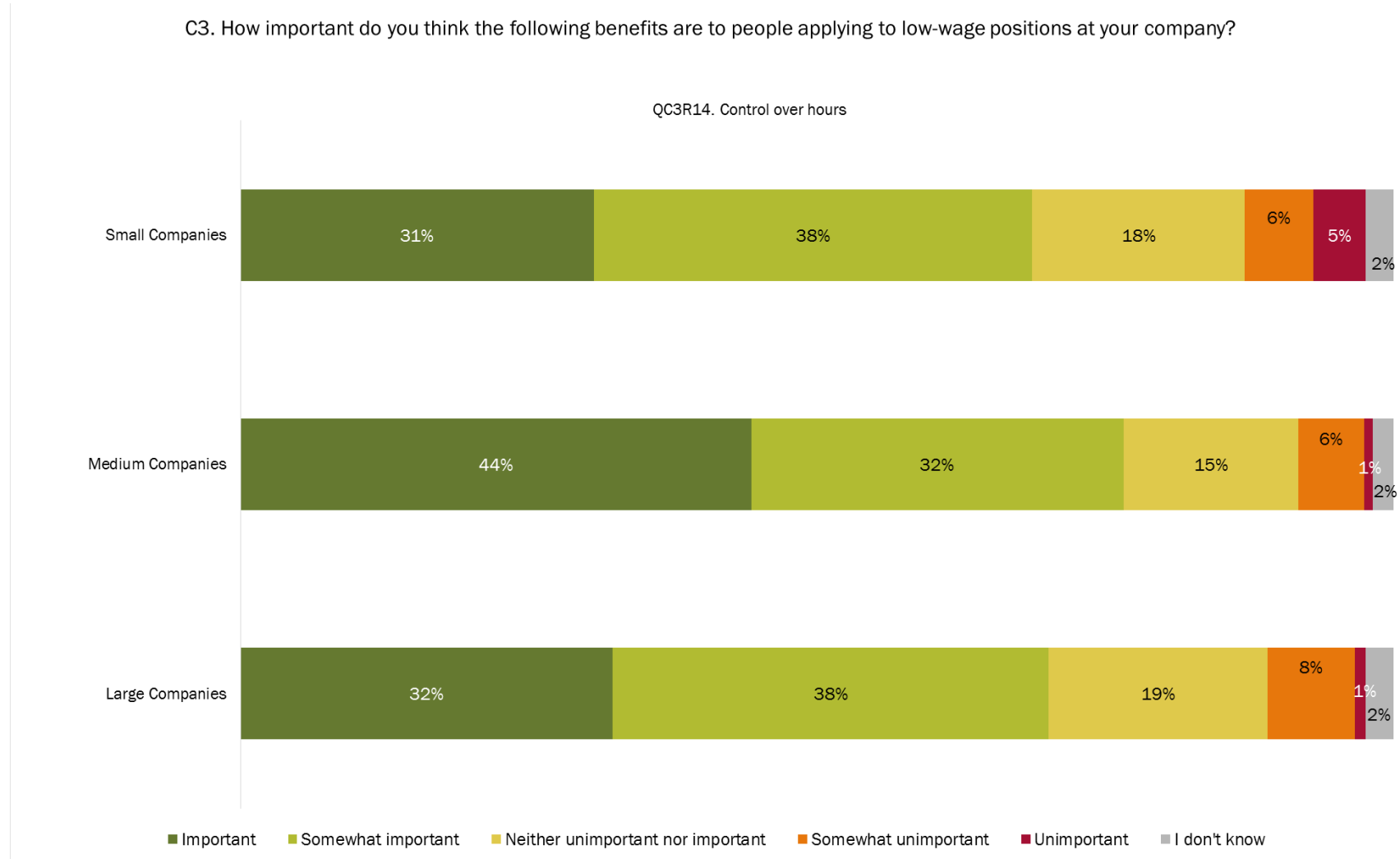
C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

QC3R13. Worker stock options program or other worker ownership structures



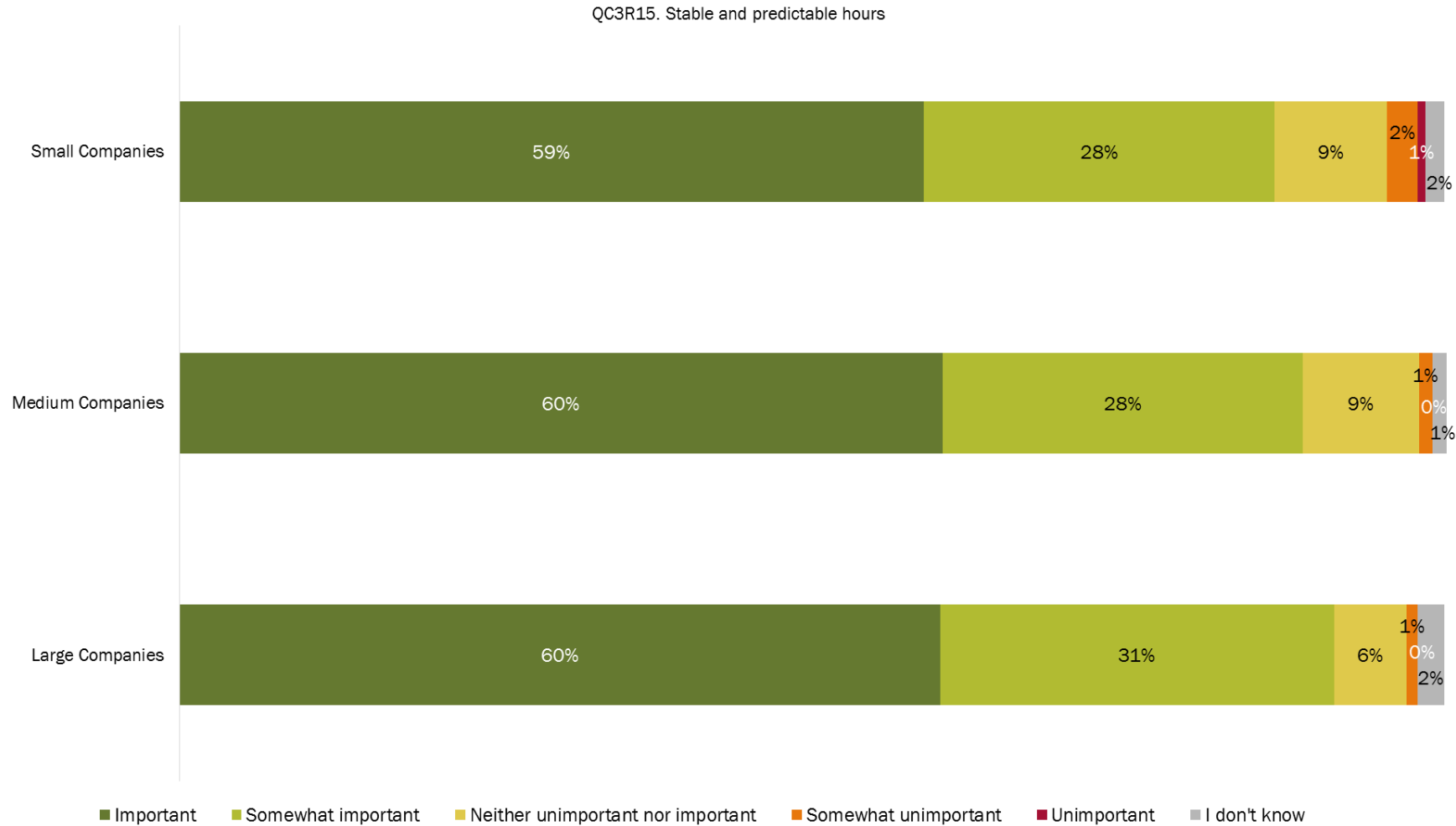
N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

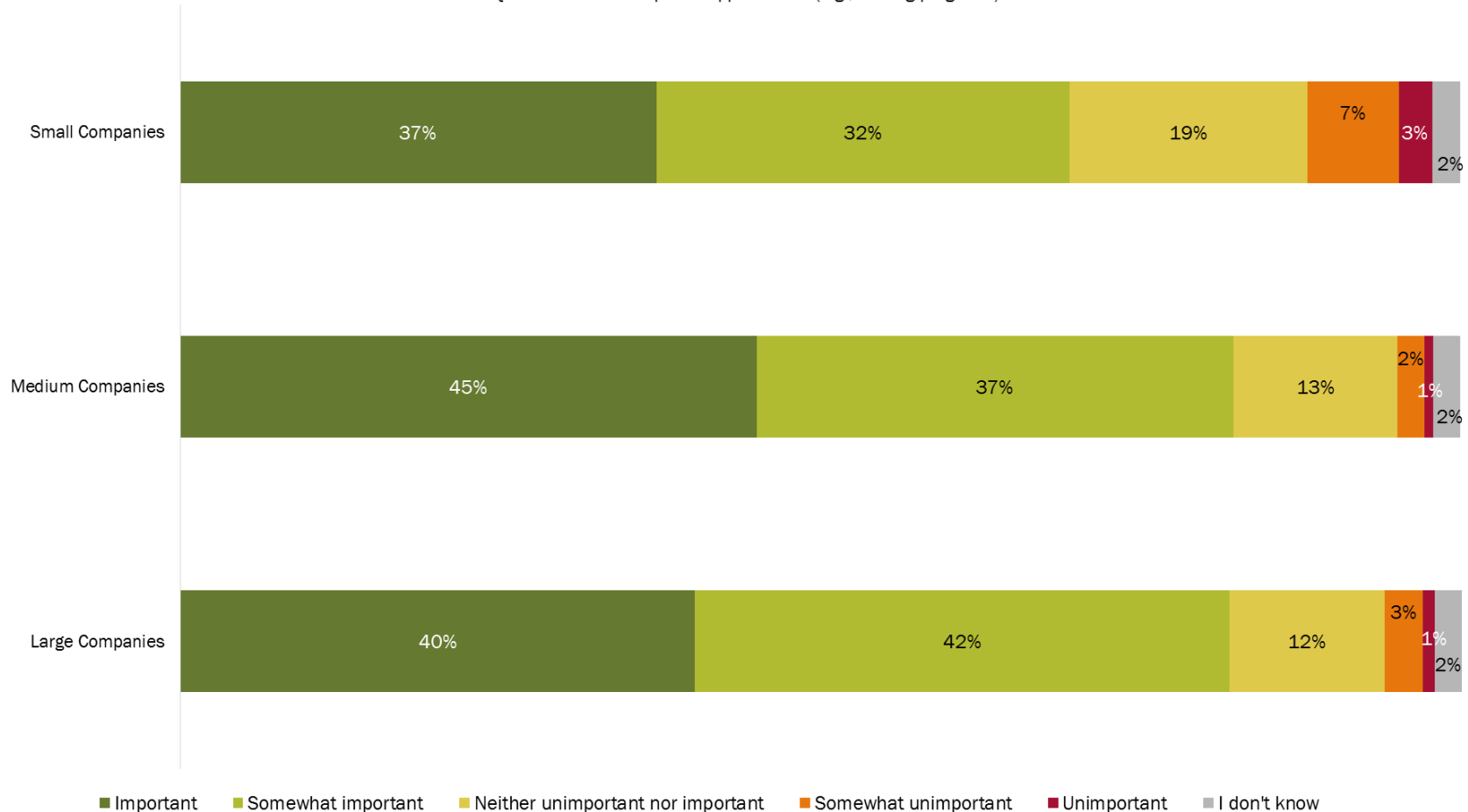
C3. How important do you think the following benefits are to people applying to low-wage positions at your company?



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

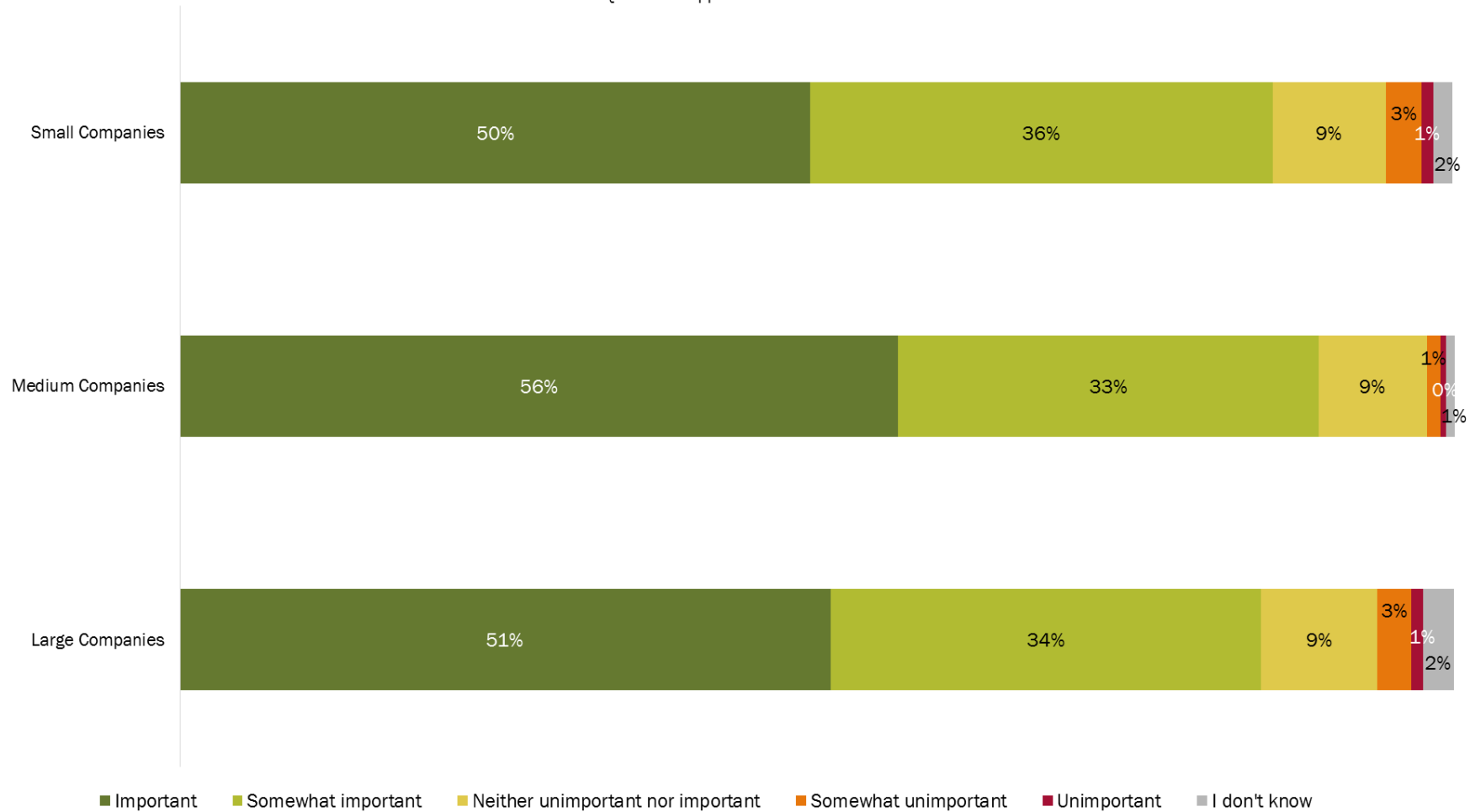
QC3R16. Skill development opportunities (e.g., training programs)



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

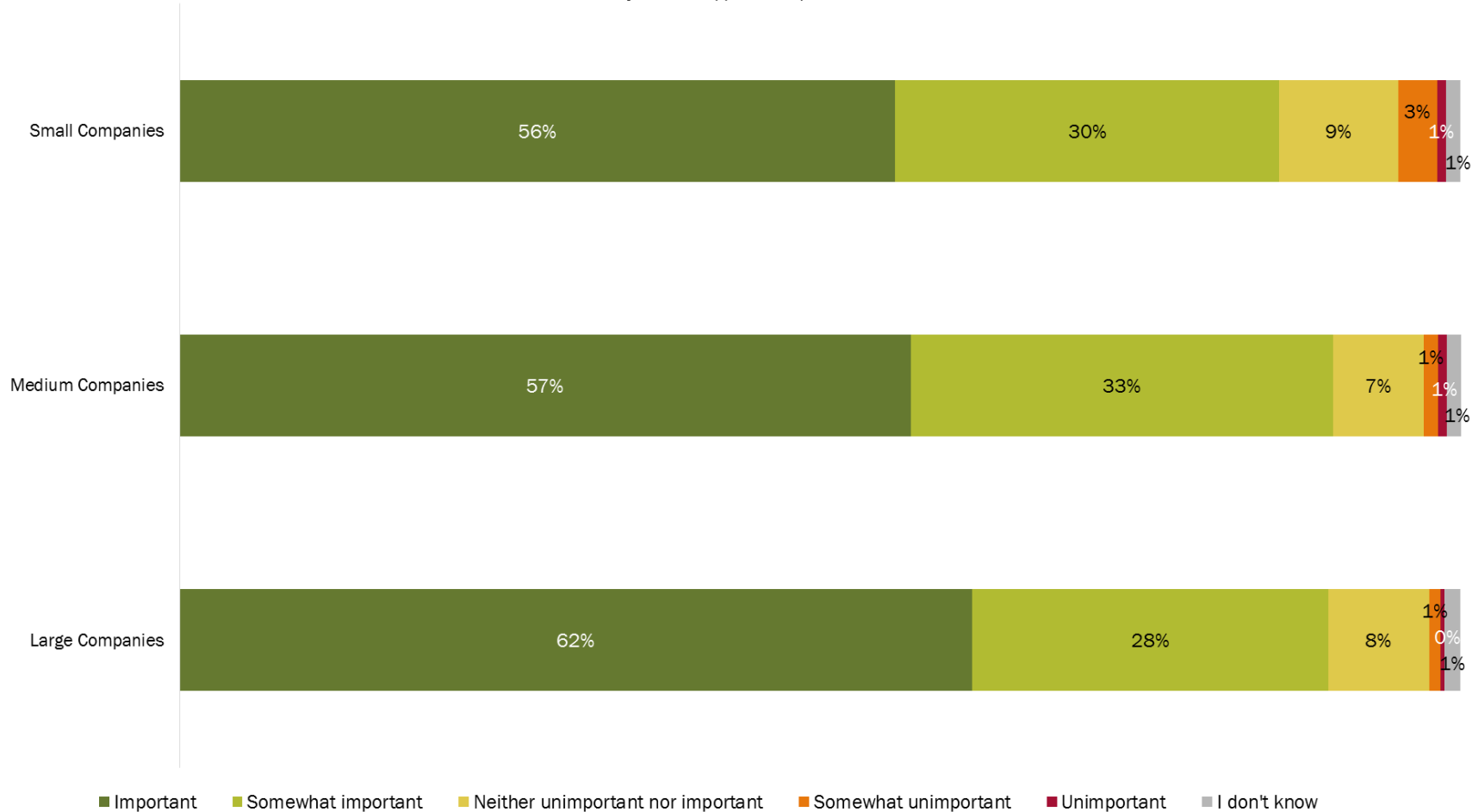
QC3R17. Supportive team members



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

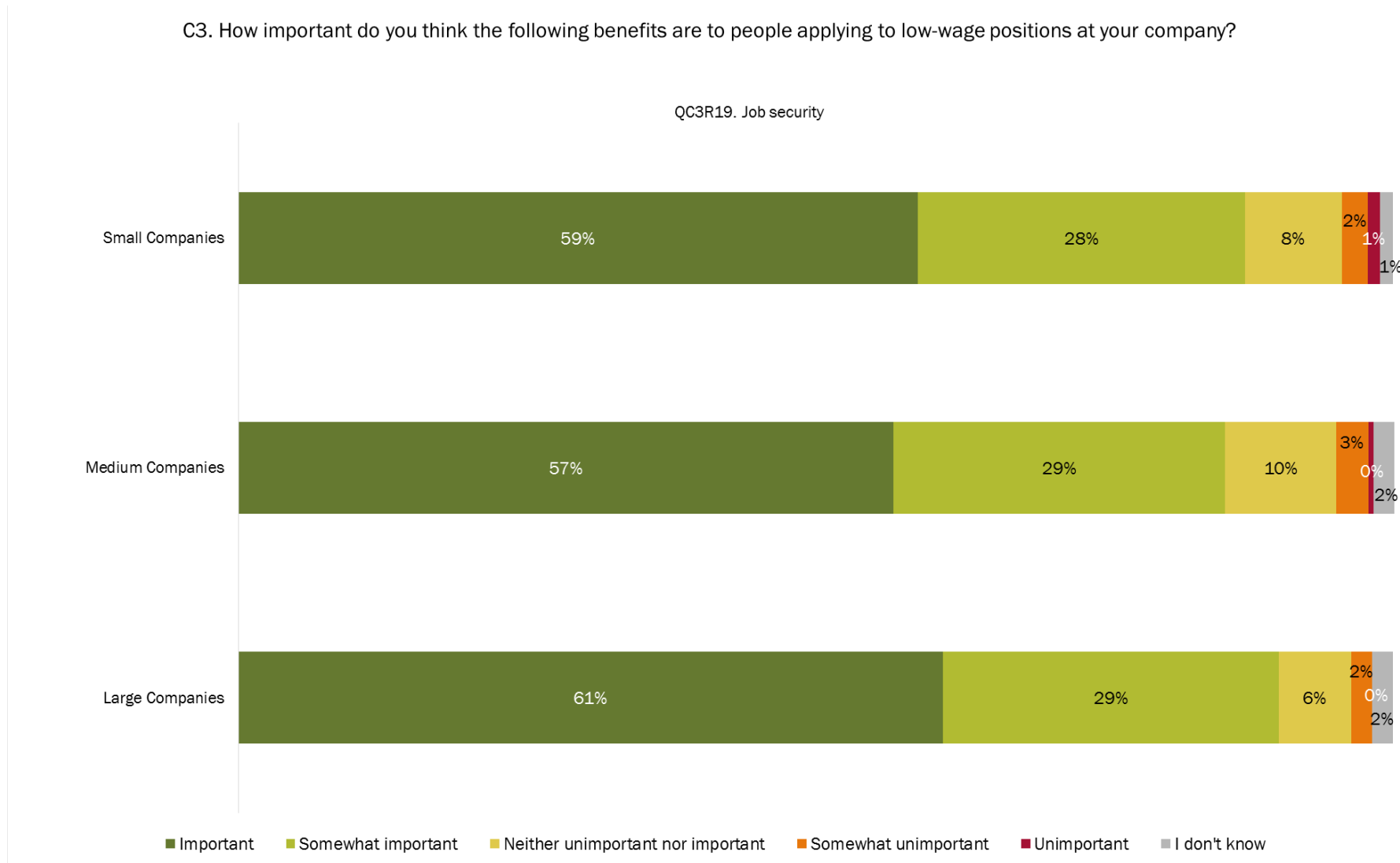
C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

QC3R18. Supportive supervisors



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

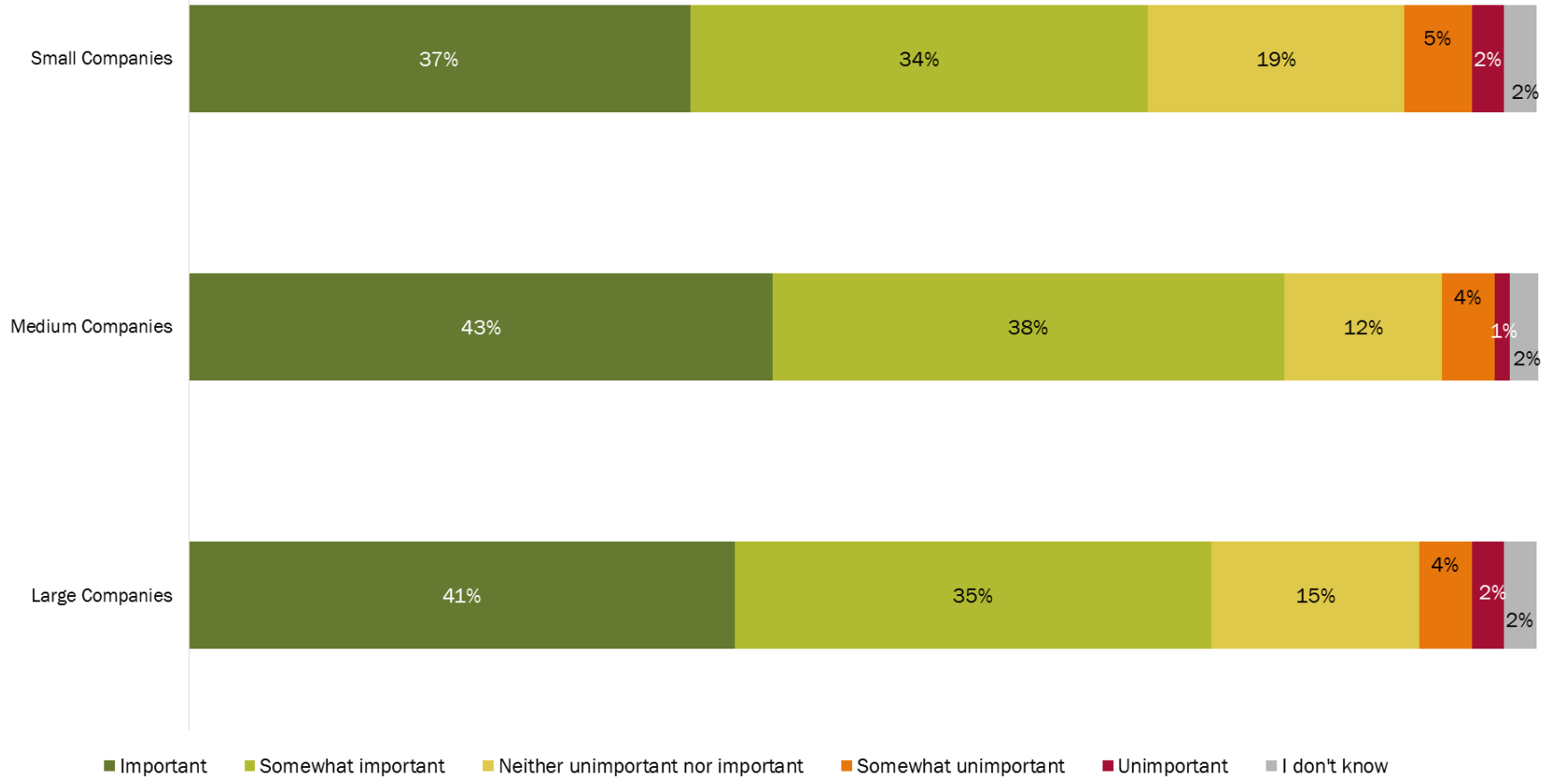
C3. How important do you think the following benefits are to people applying to low-wage positions at your company?



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C3. How important do you think the following benefits are to people applying to low-wage positions at your company?

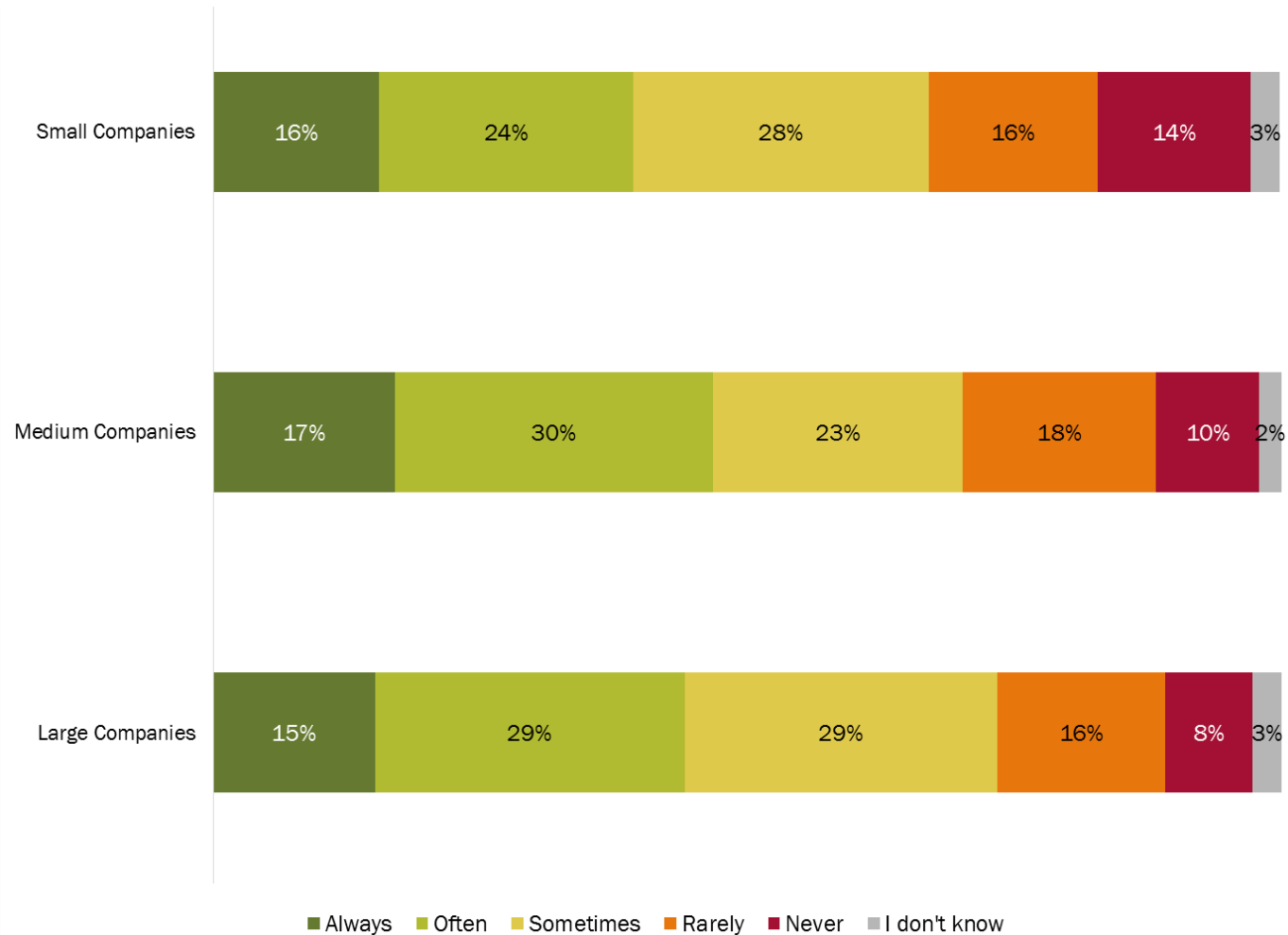
QC3R20. Type of work fits my interest and goals



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C4. How often does your company:

Internally communicate success stories of my company's employees who start as low-wage employees and then go on to achieve career progression within the company



N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C4. How often does your company:

Externally communicate success stories of my company's employees who start as low-wage employees and then go on to achieve career progression within the company

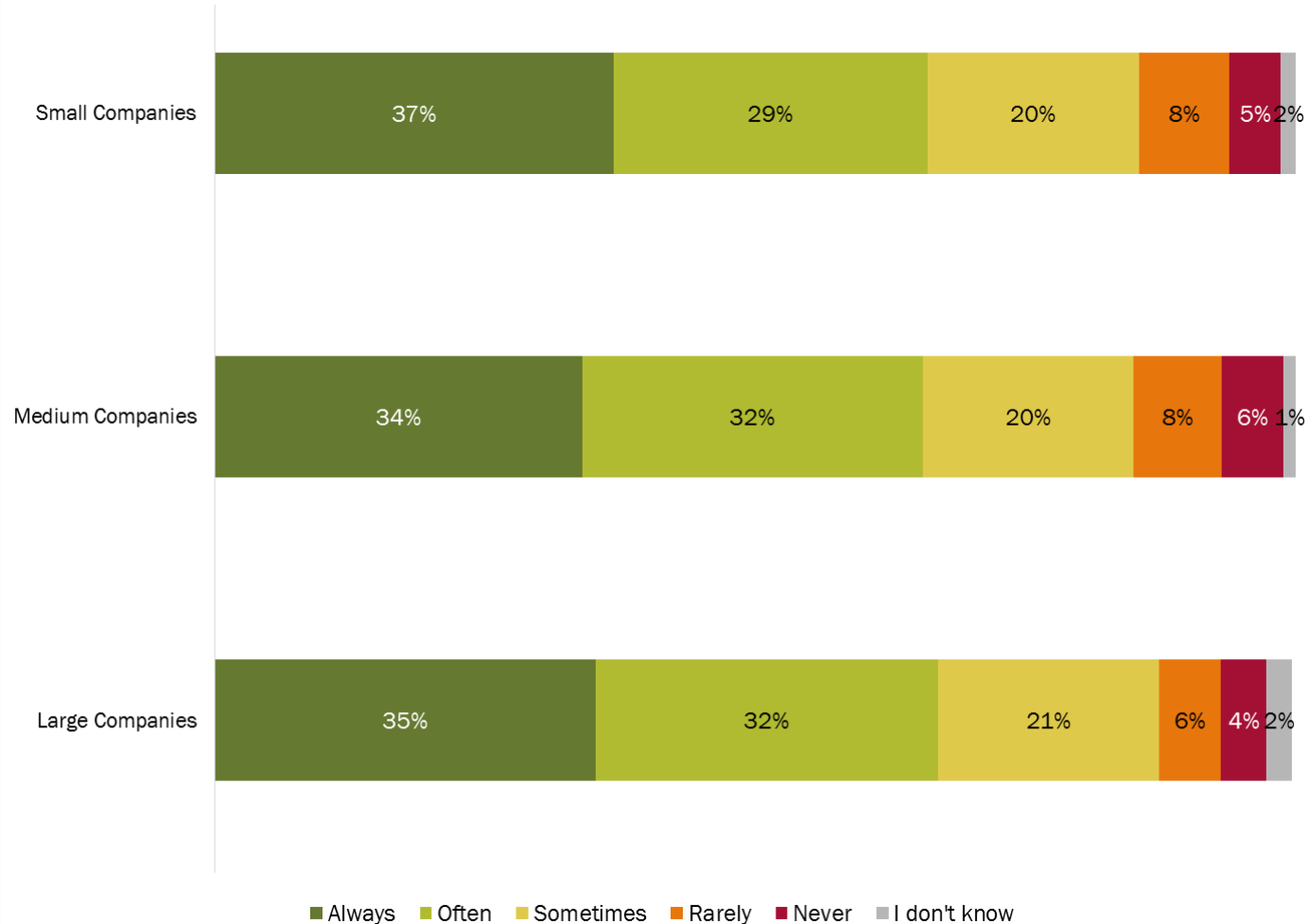


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C4. How often does your company:

Describe the job expectations (e.g., daily responsibilities and the expectations beyond that, such as food servers being expected to clean the restrooms) *during the hiring process*

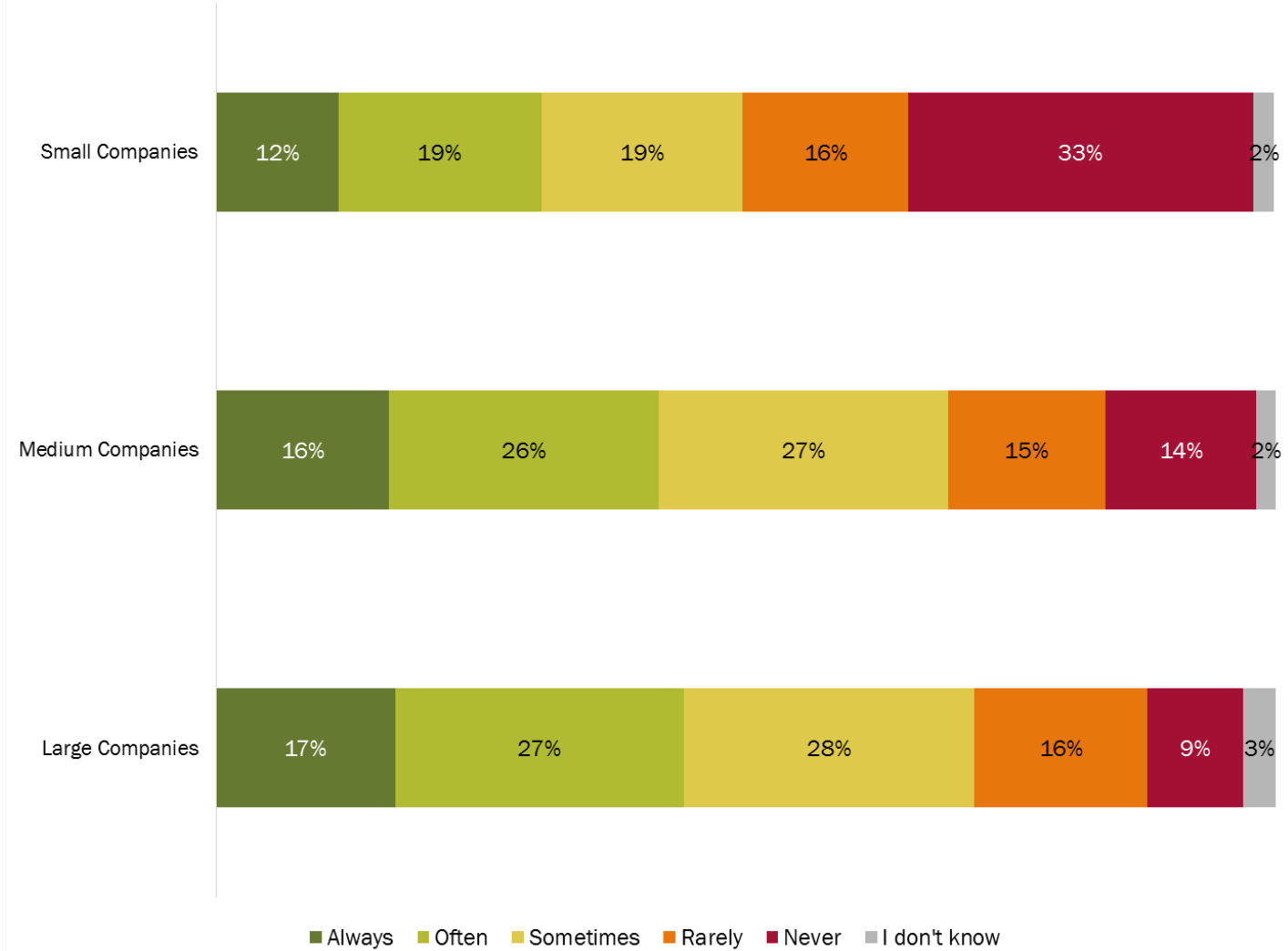


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C4. How often does your company:

Describe career pathways on the company website

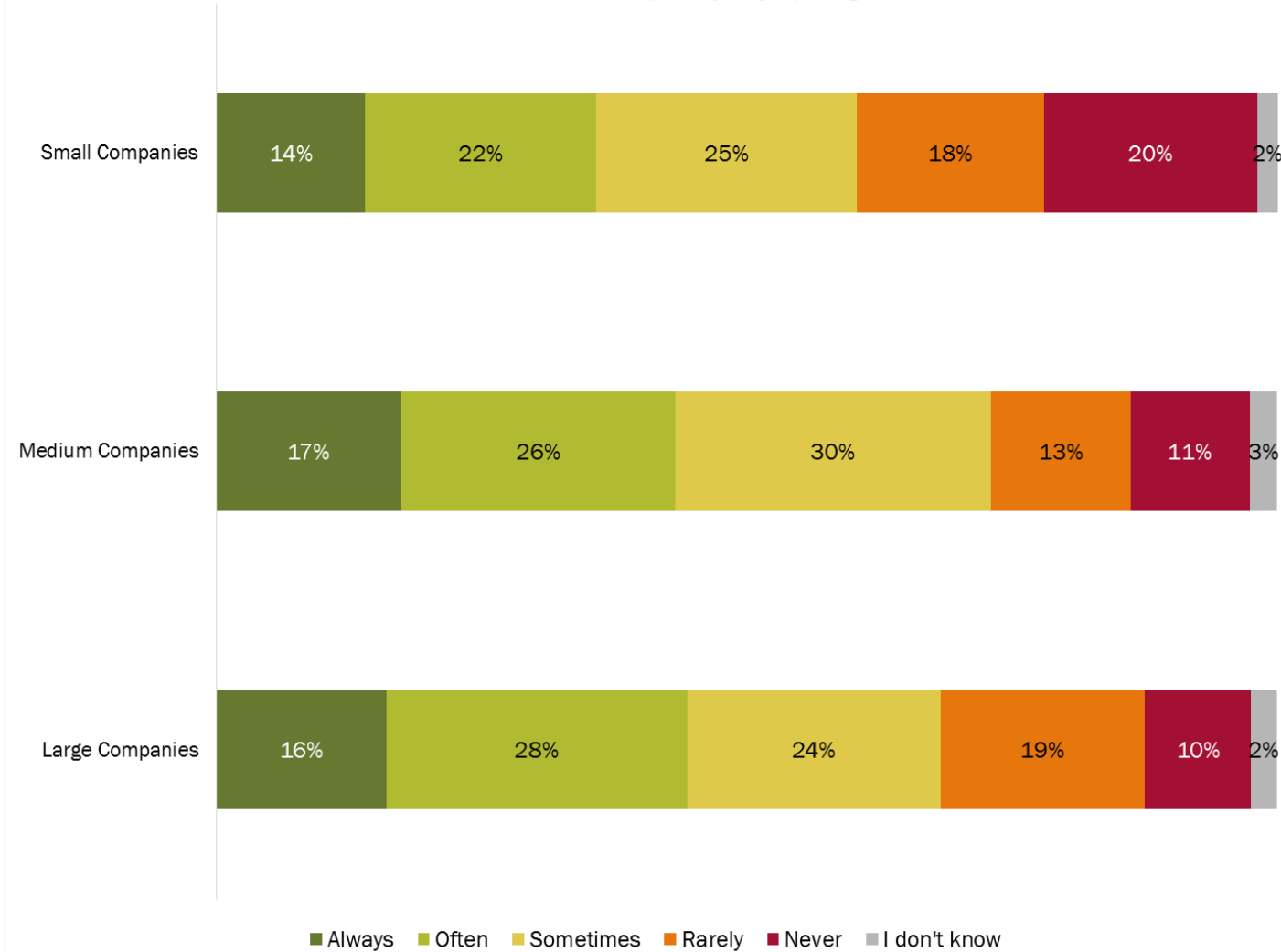


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C4. How often does your company:

Describe career pathways in job postings

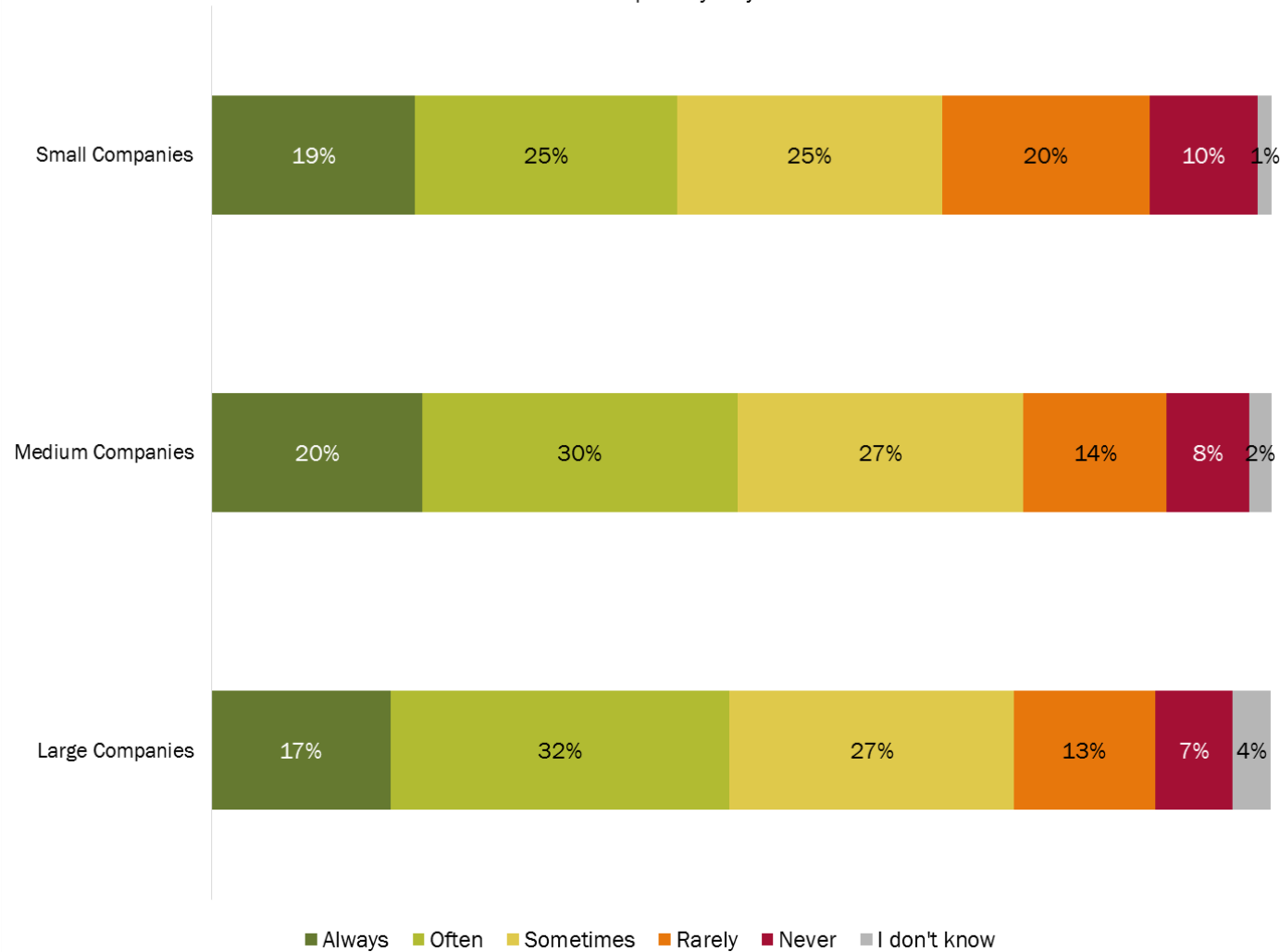


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C4. How often does your company:

Describe career pathways in job interviews

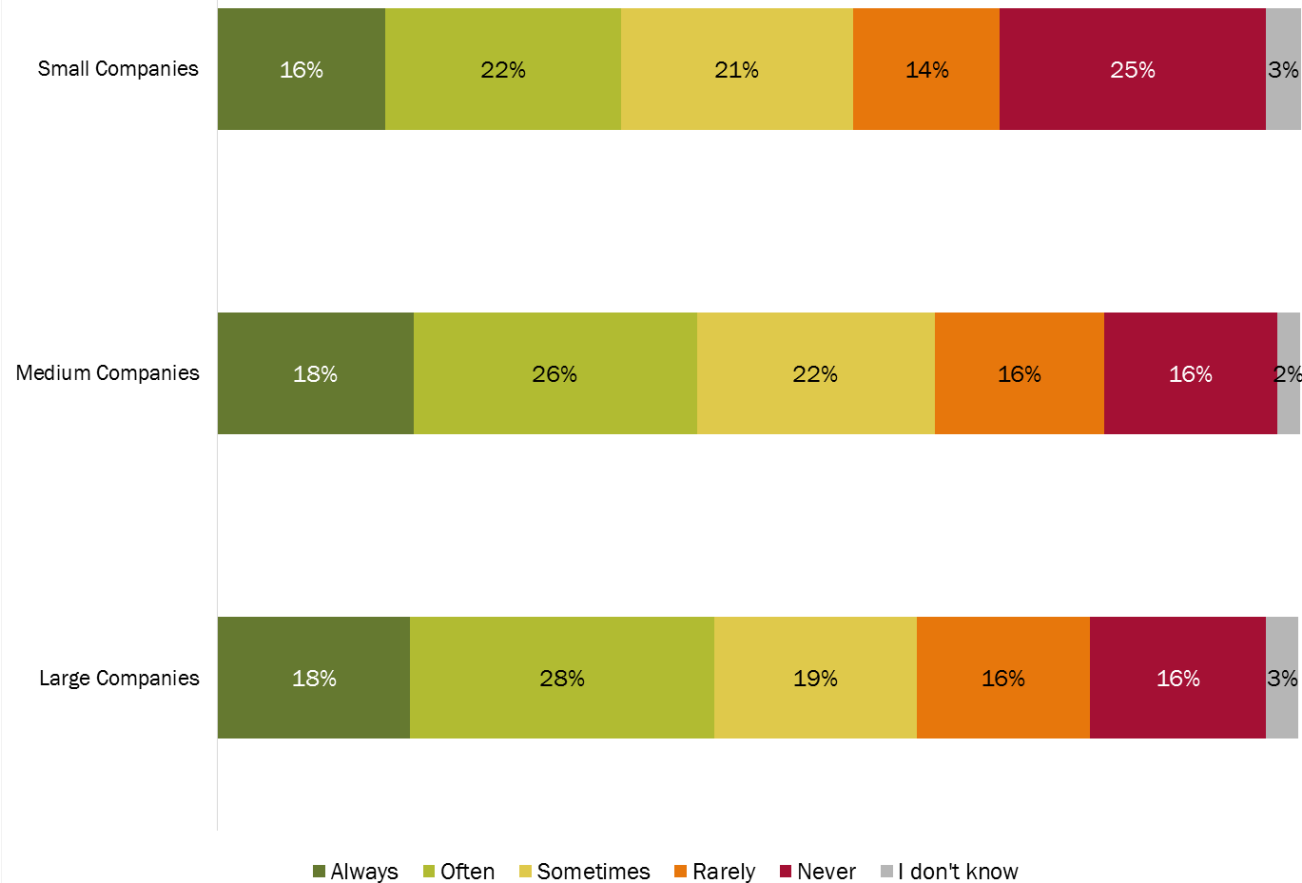


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C4. How often does your company:

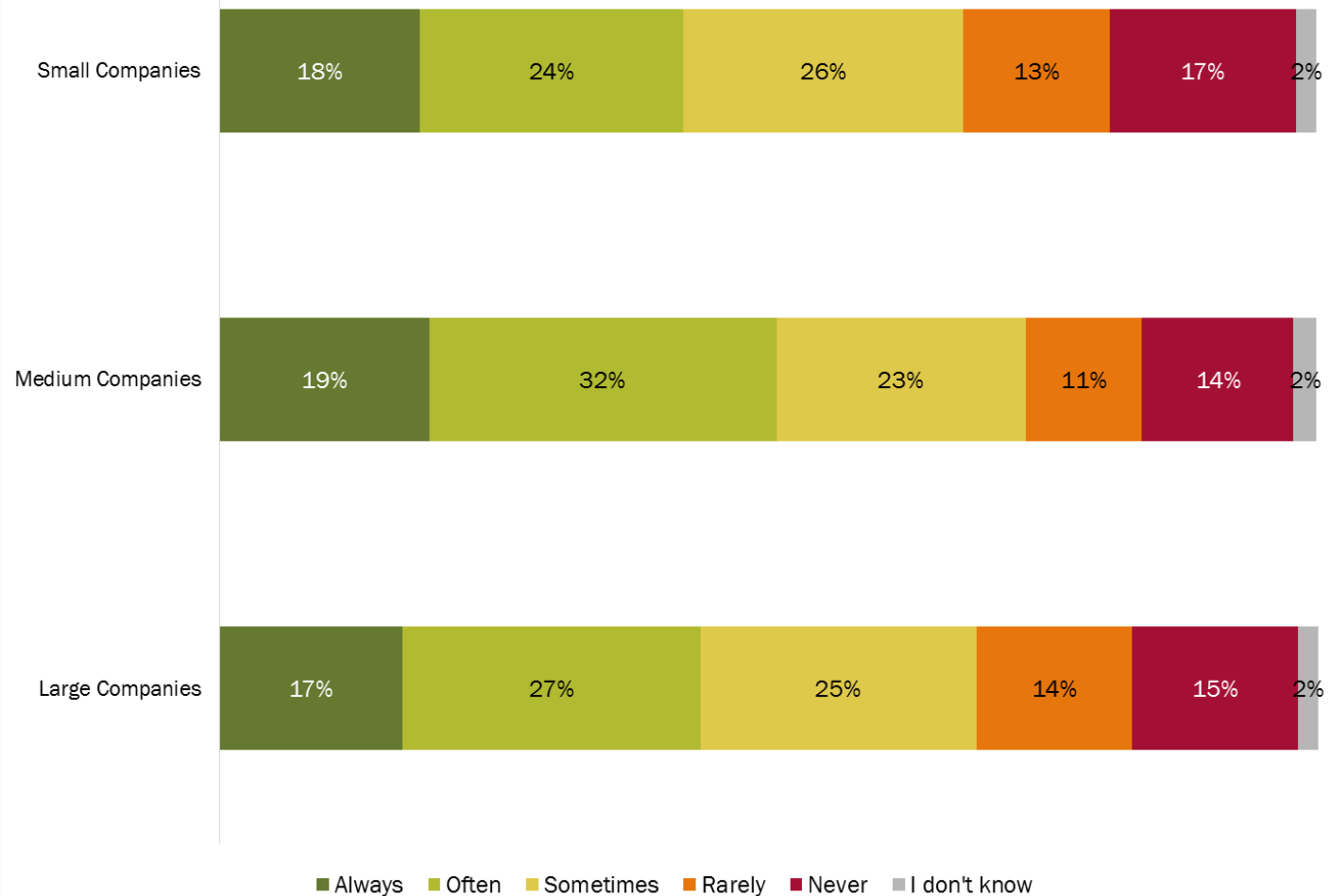
Describe total compensation (i.e., pay ranges and benefits) for different roles on the career pathways on the company website



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C4. How often does your company:

Describe total compensation (i.e., pay ranges and benefits) for different roles on the career pathways in job postings

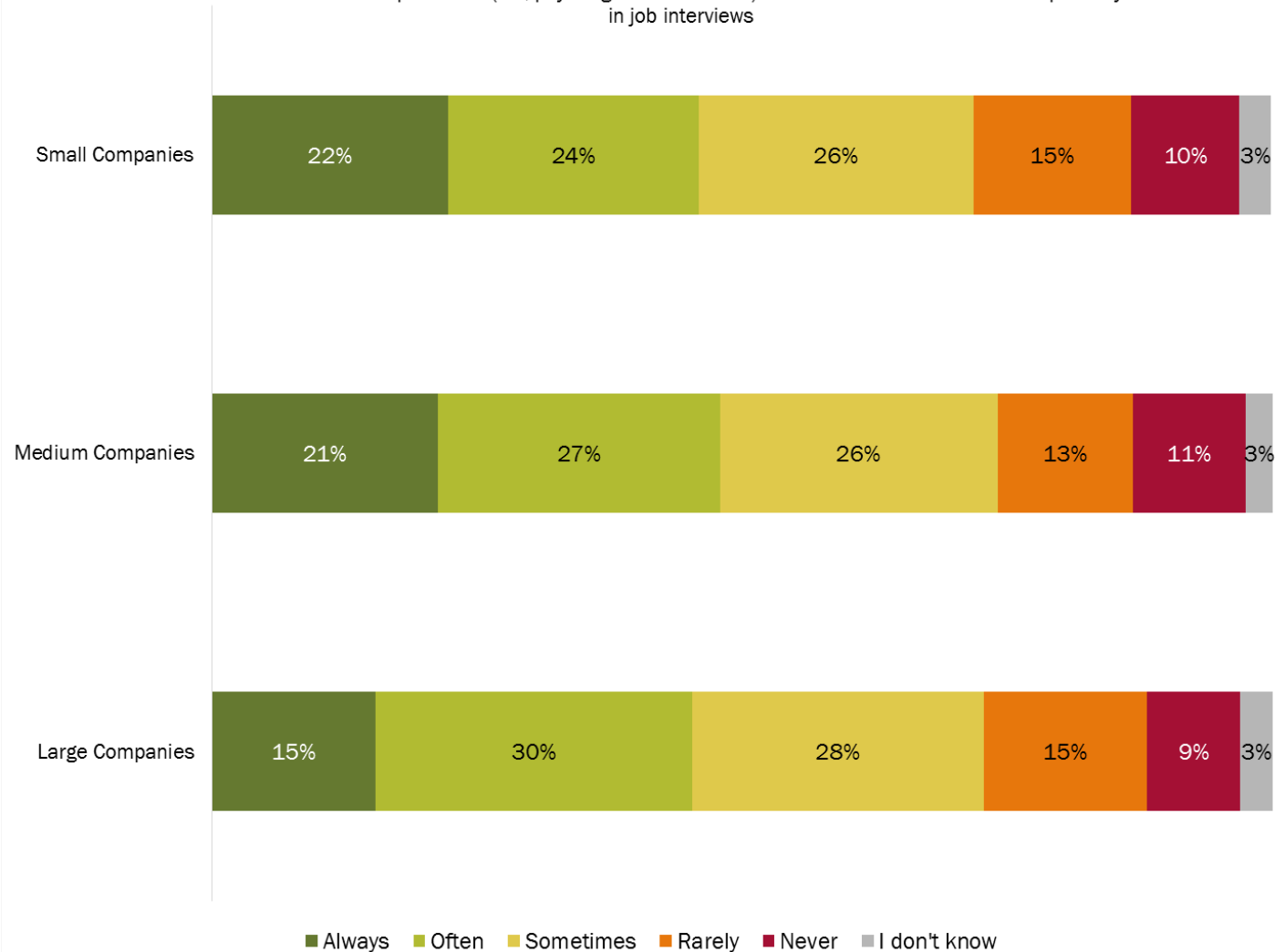


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C4. How often does your company:

Describe total compensation (i.e., pay ranges and benefits) for different roles on the career pathways in job interviews

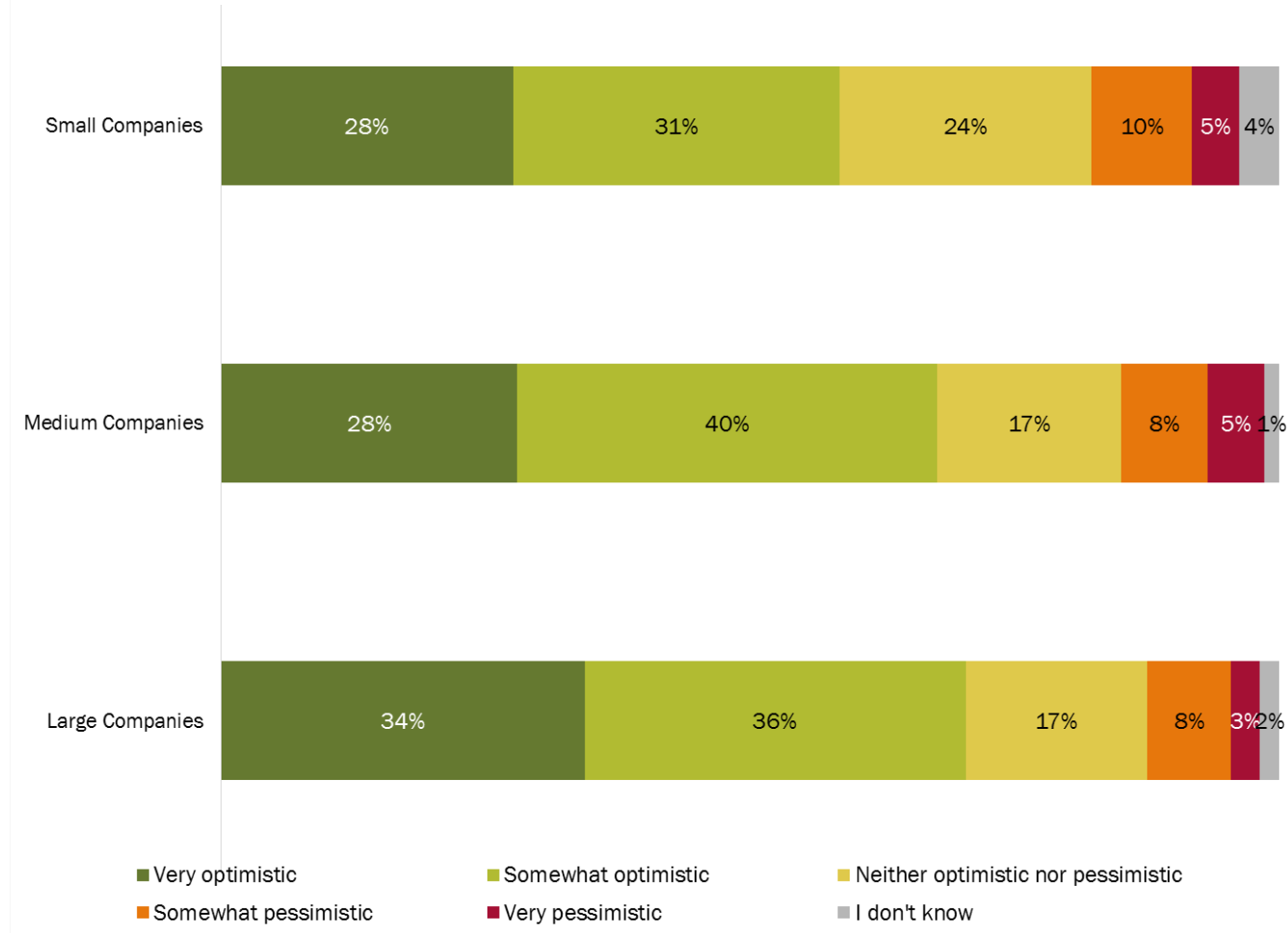


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C5. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC5R1. Internally communicate success stories of my company's employees who start as low-wage employees and then go on to achieve career progression within the company

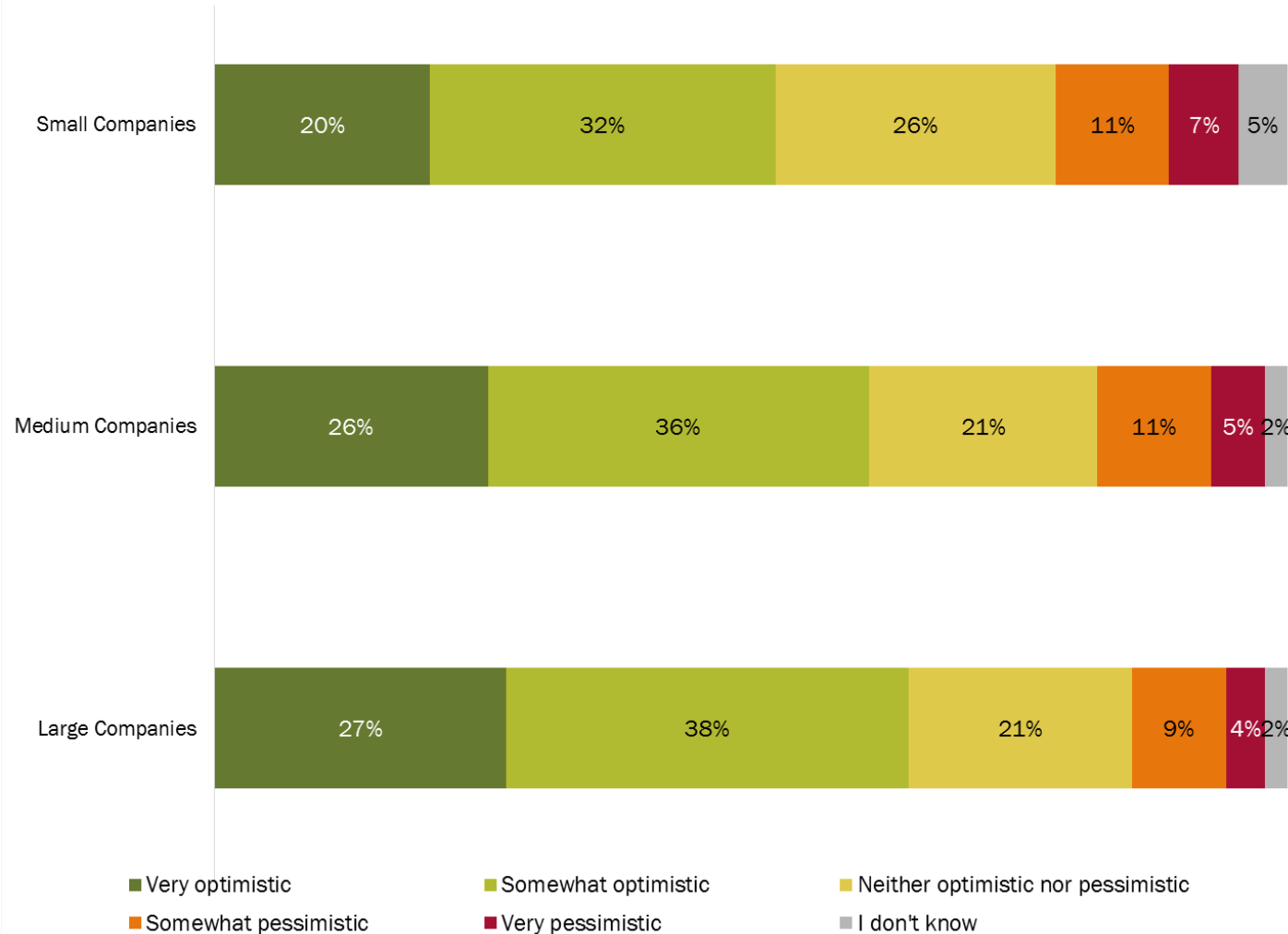


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C5. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC5R2. Externally communicate success stories of my company's employees who start as low-wage employees and then go on to achieve career progression within the company

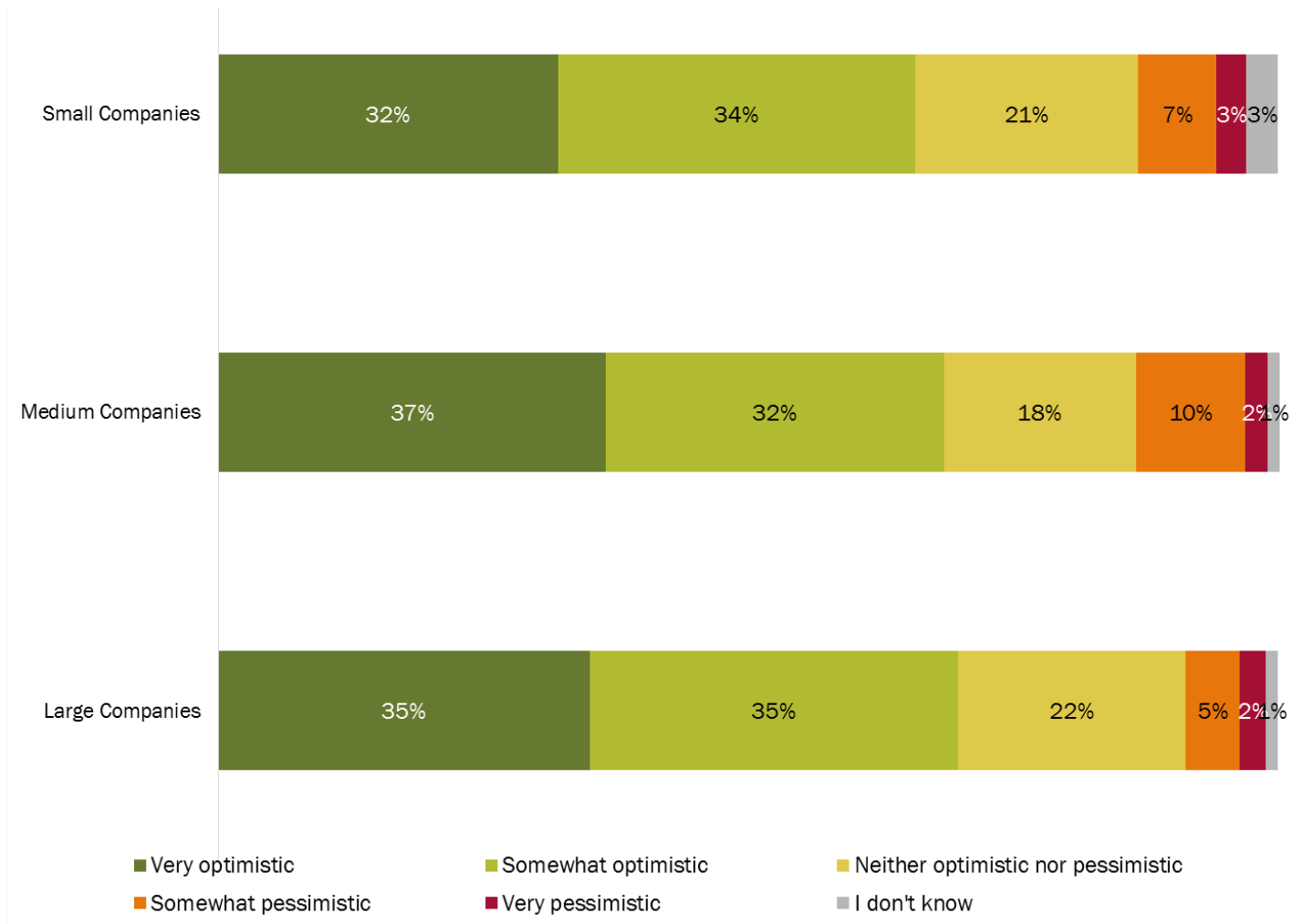


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C5. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC5R3. Describe the job expectations (e.g., daily responsibilities and the expectations beyond that, such as food servers may also be expected to clean the restrooms) *during the hiring process*

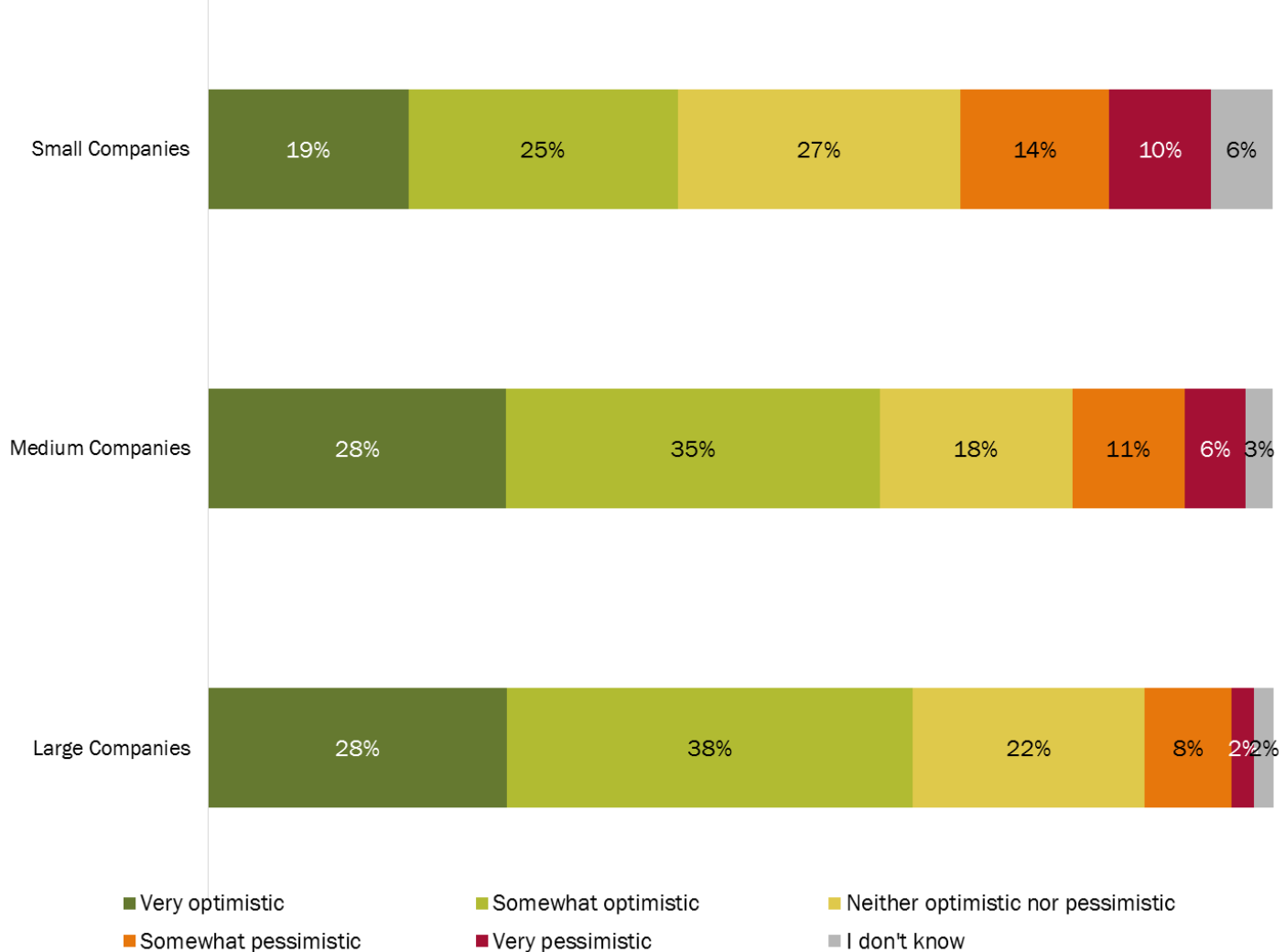


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C5. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC5R4. Describe career pathways on the company website

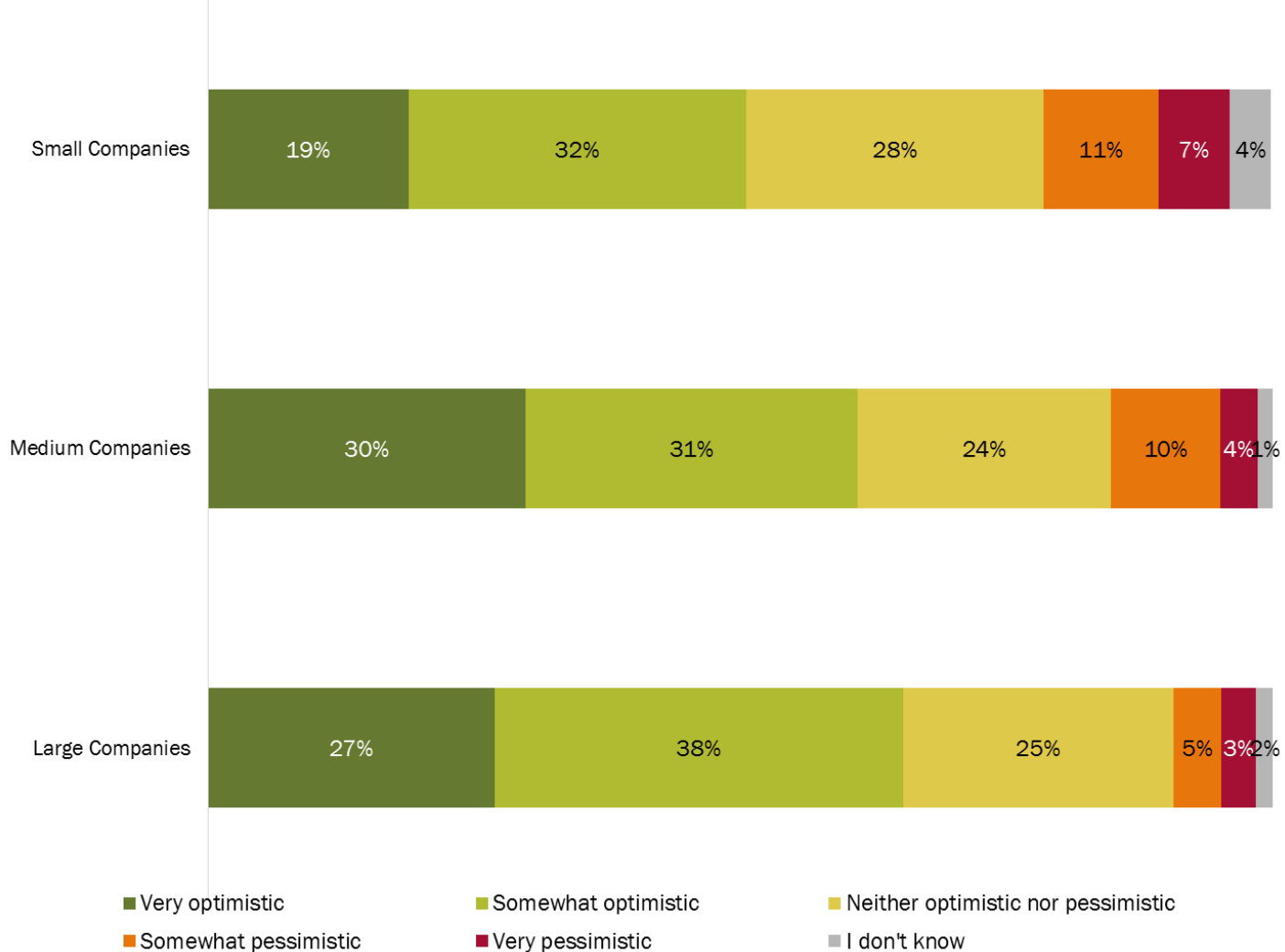


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C5. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

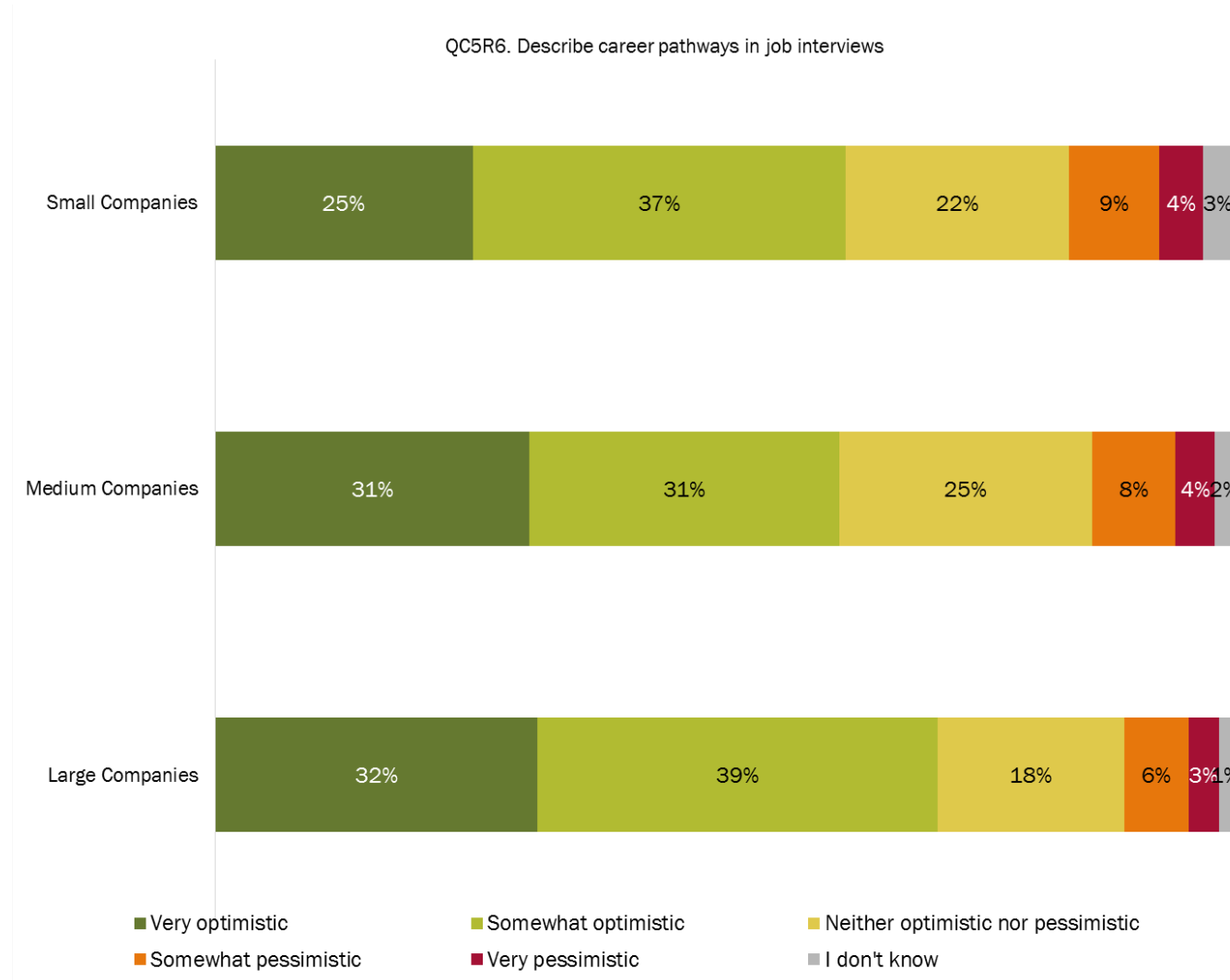
QC5R5. Describe career pathways in job postings



N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

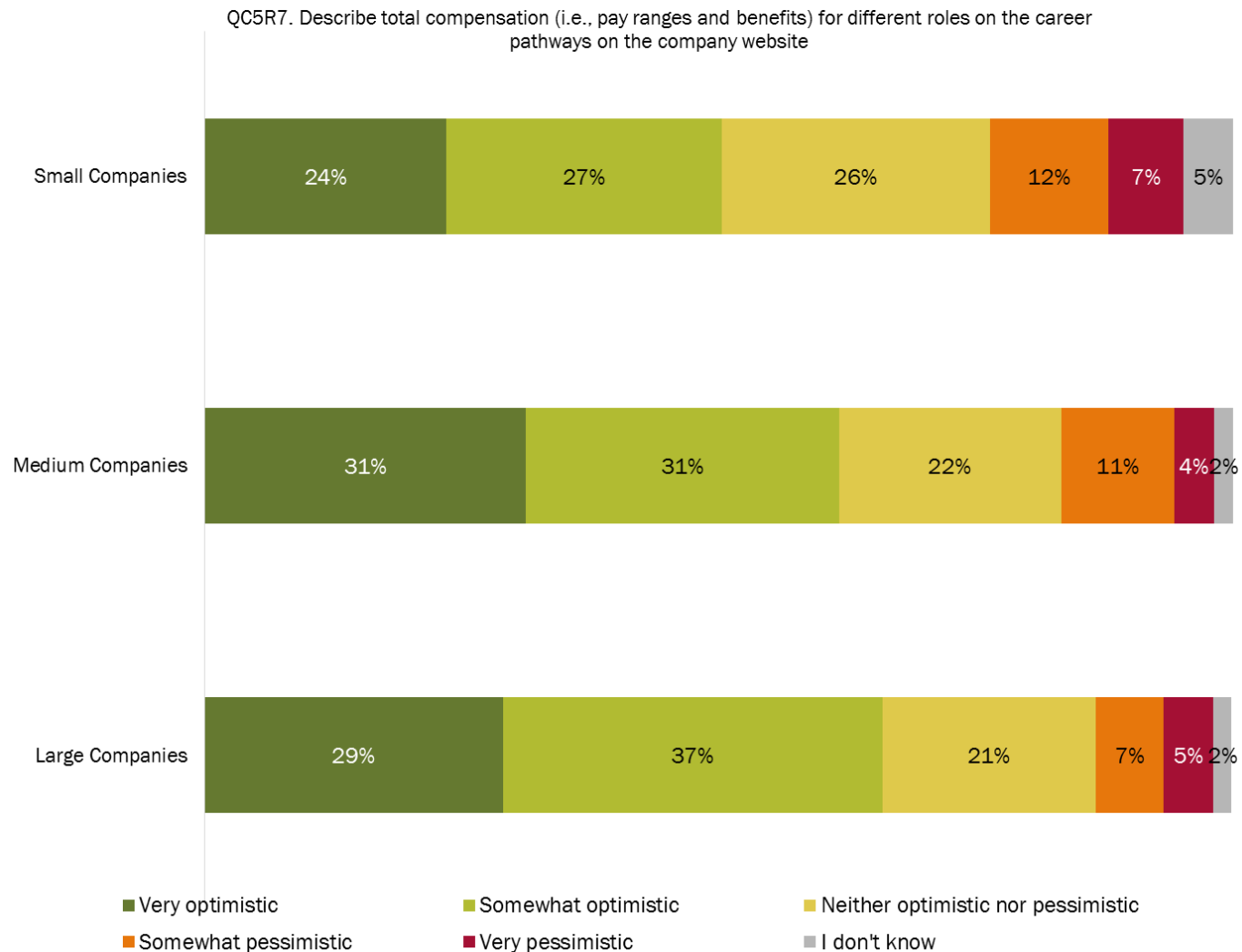
C5. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.



N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

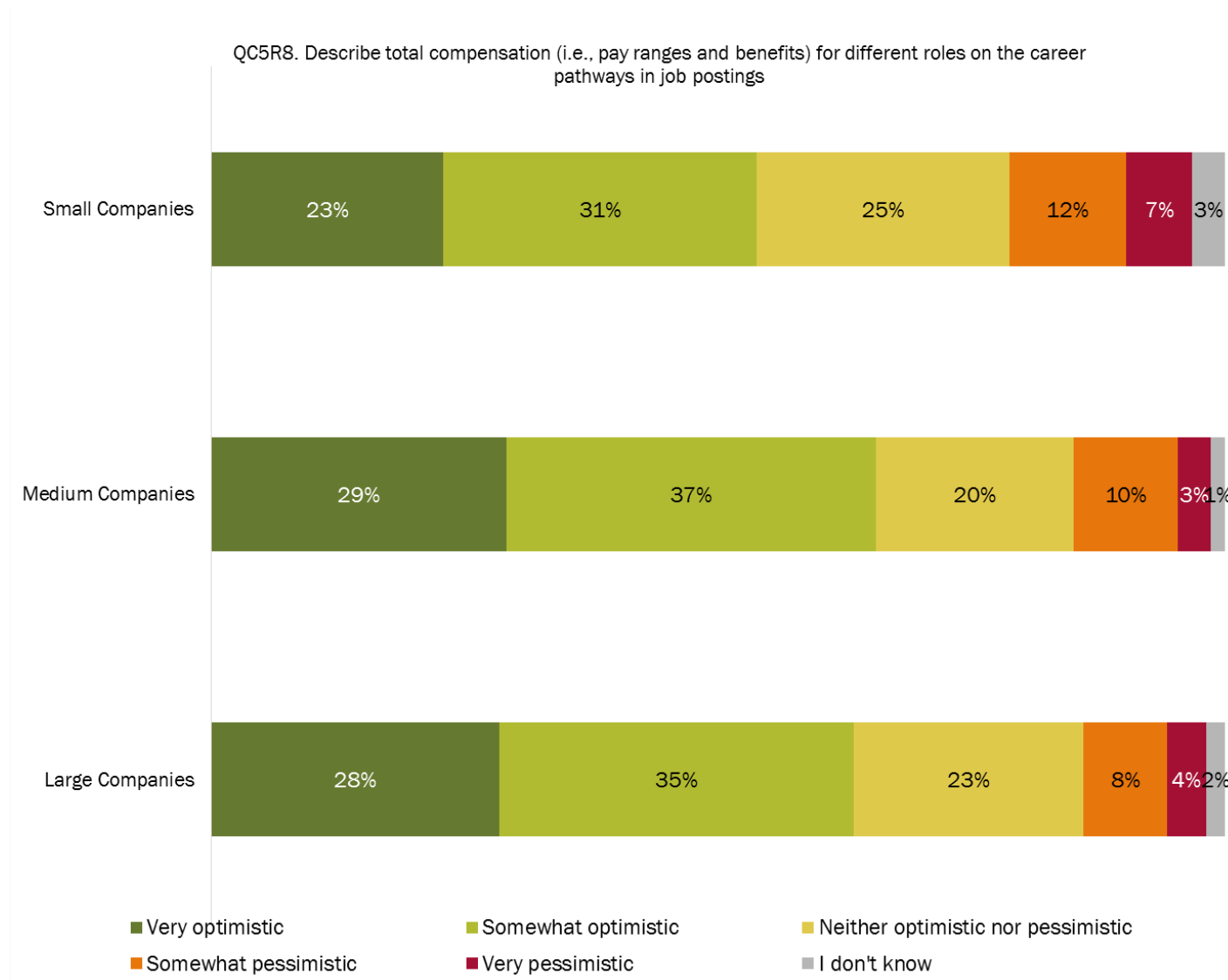
C5. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.



N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

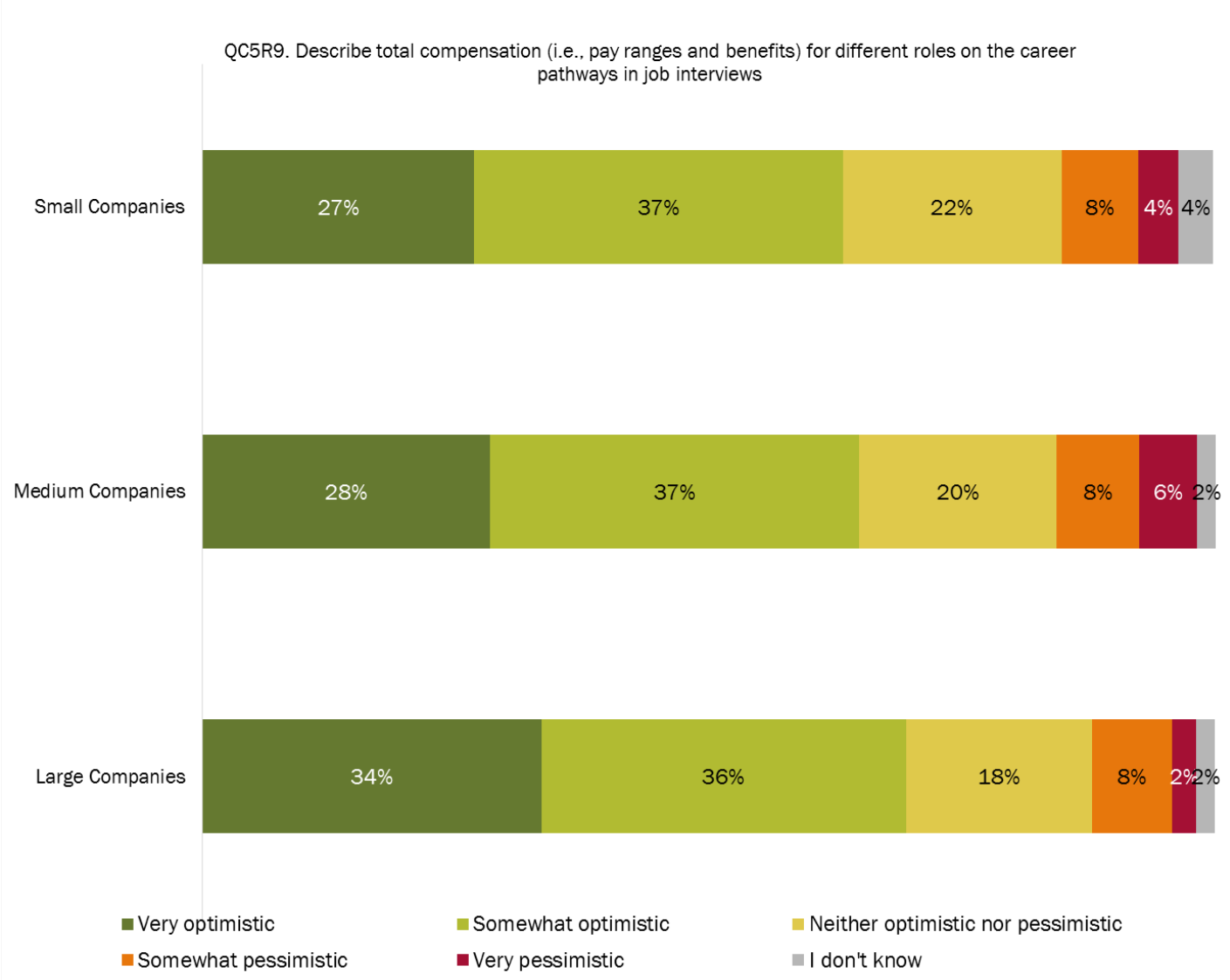
C5. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.



N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C5. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

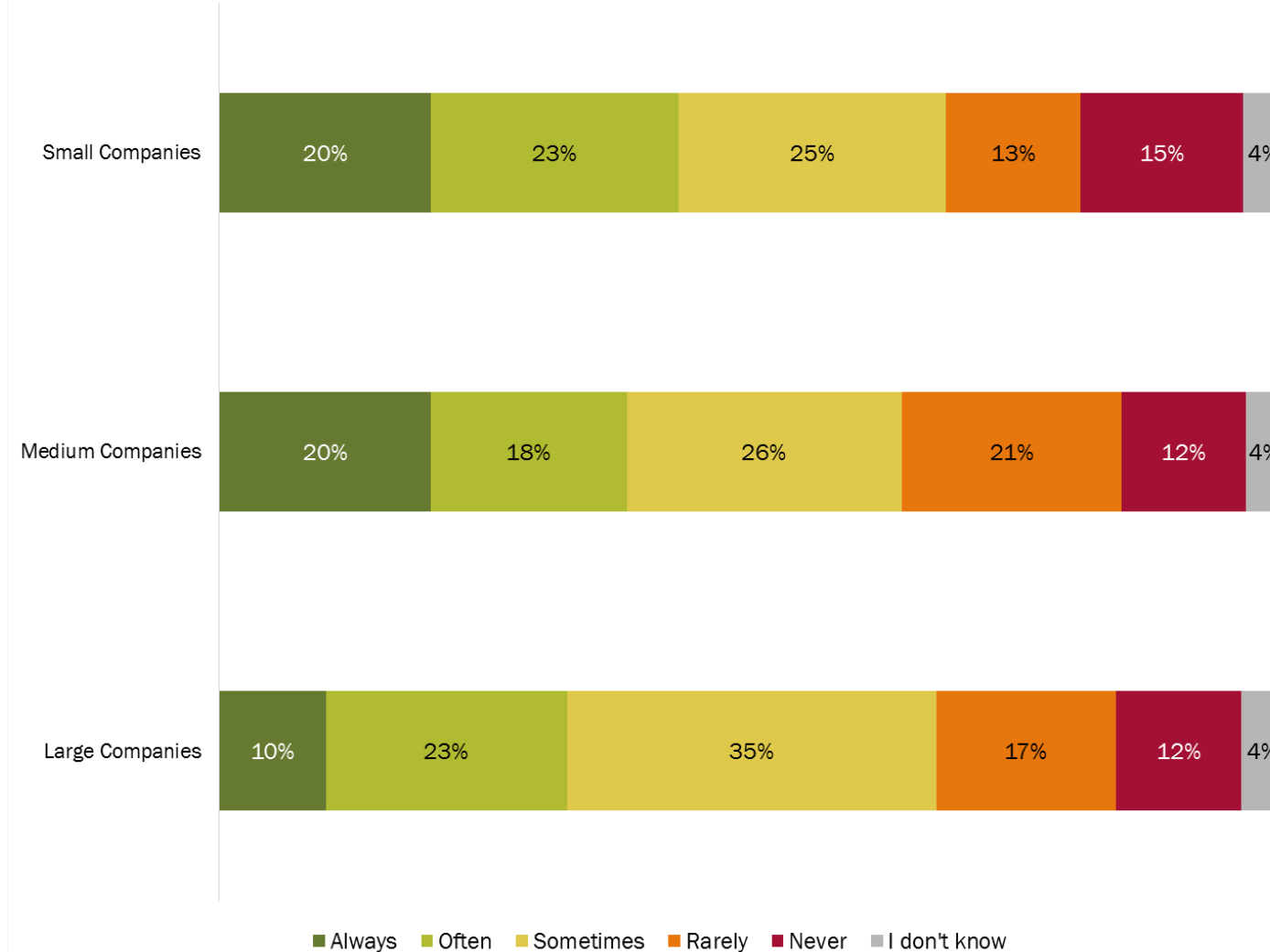


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C6. How often does your company:

QC6R1. Relax degree requirements

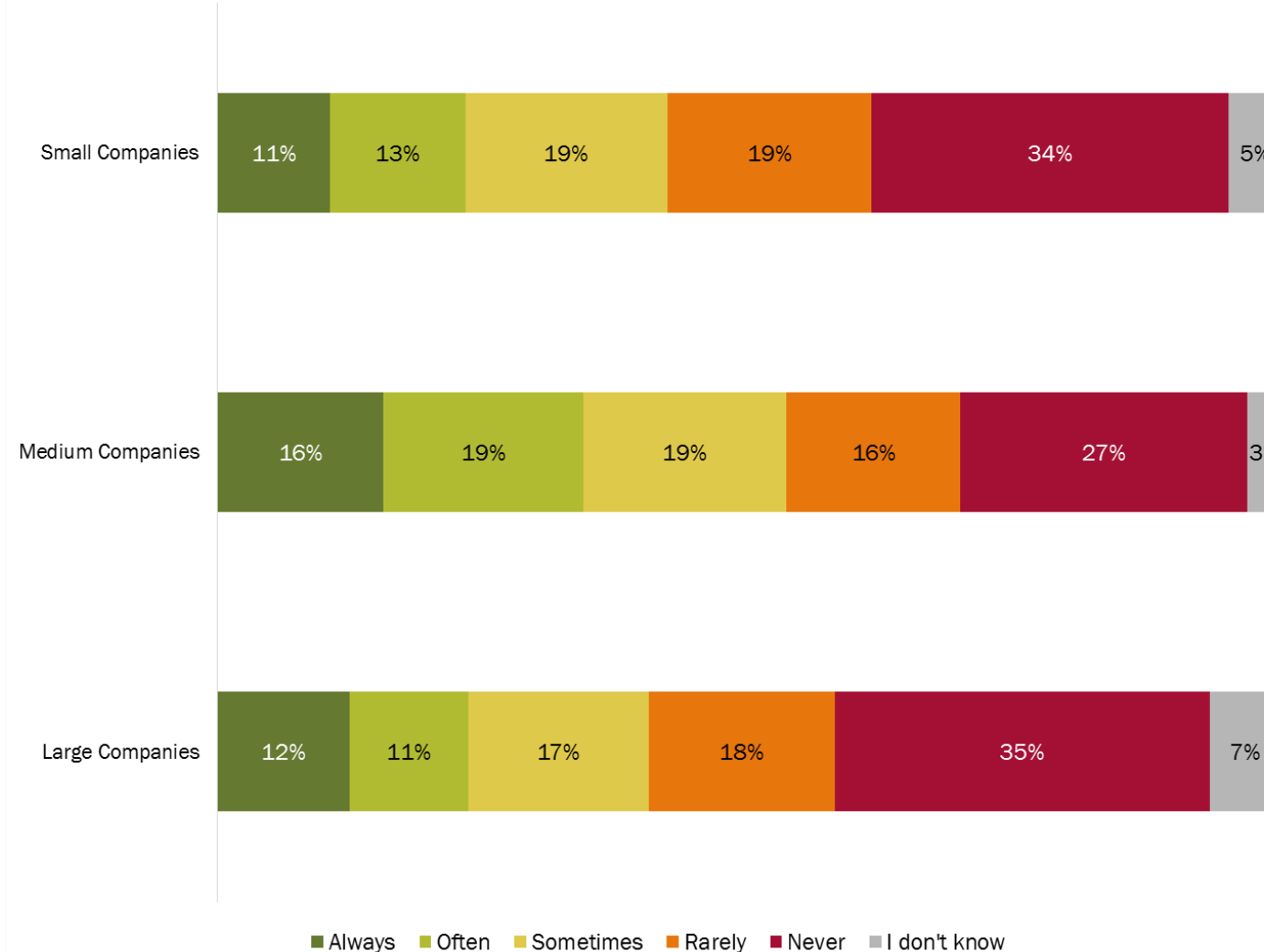


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C6. How often does your company:

QC6R2. Relax criminal background checks

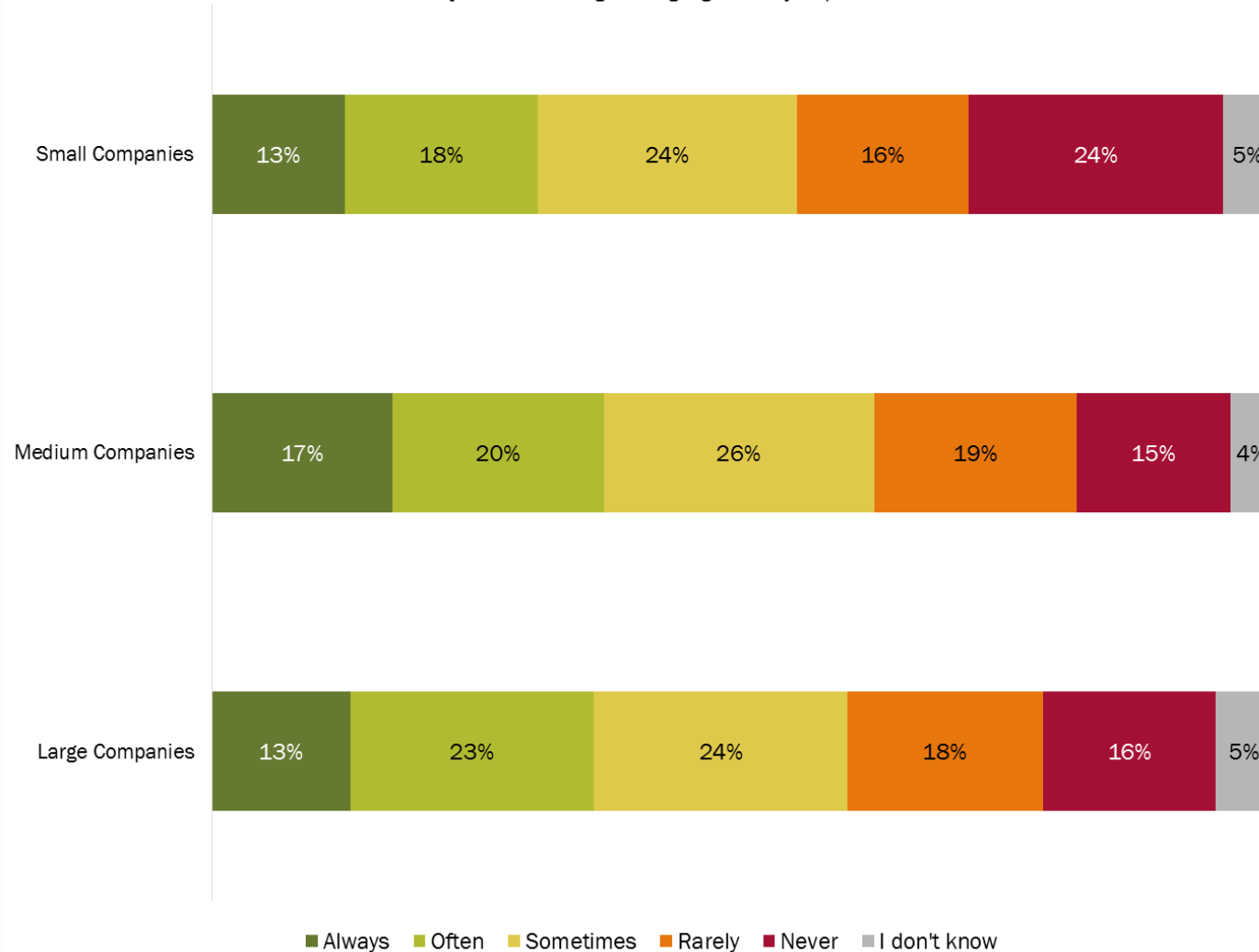


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C6. How often does your company:

QC6R3. Relax English language fluency requirements

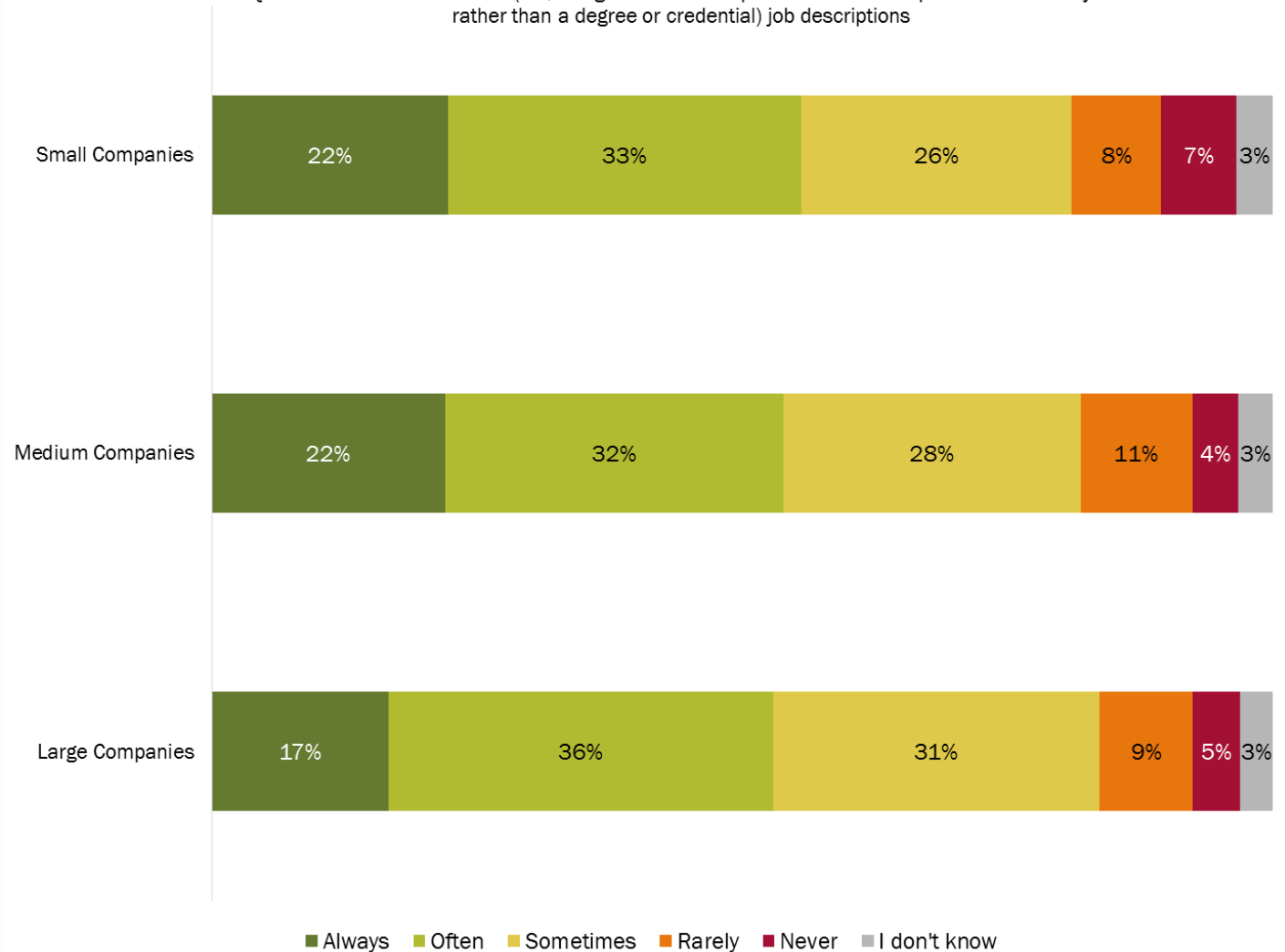


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C6. How often does your company:

QC6R4. Practice skills-based (i.e., using skills and competencies as the requirements for the job rather than a degree or credential) job descriptions

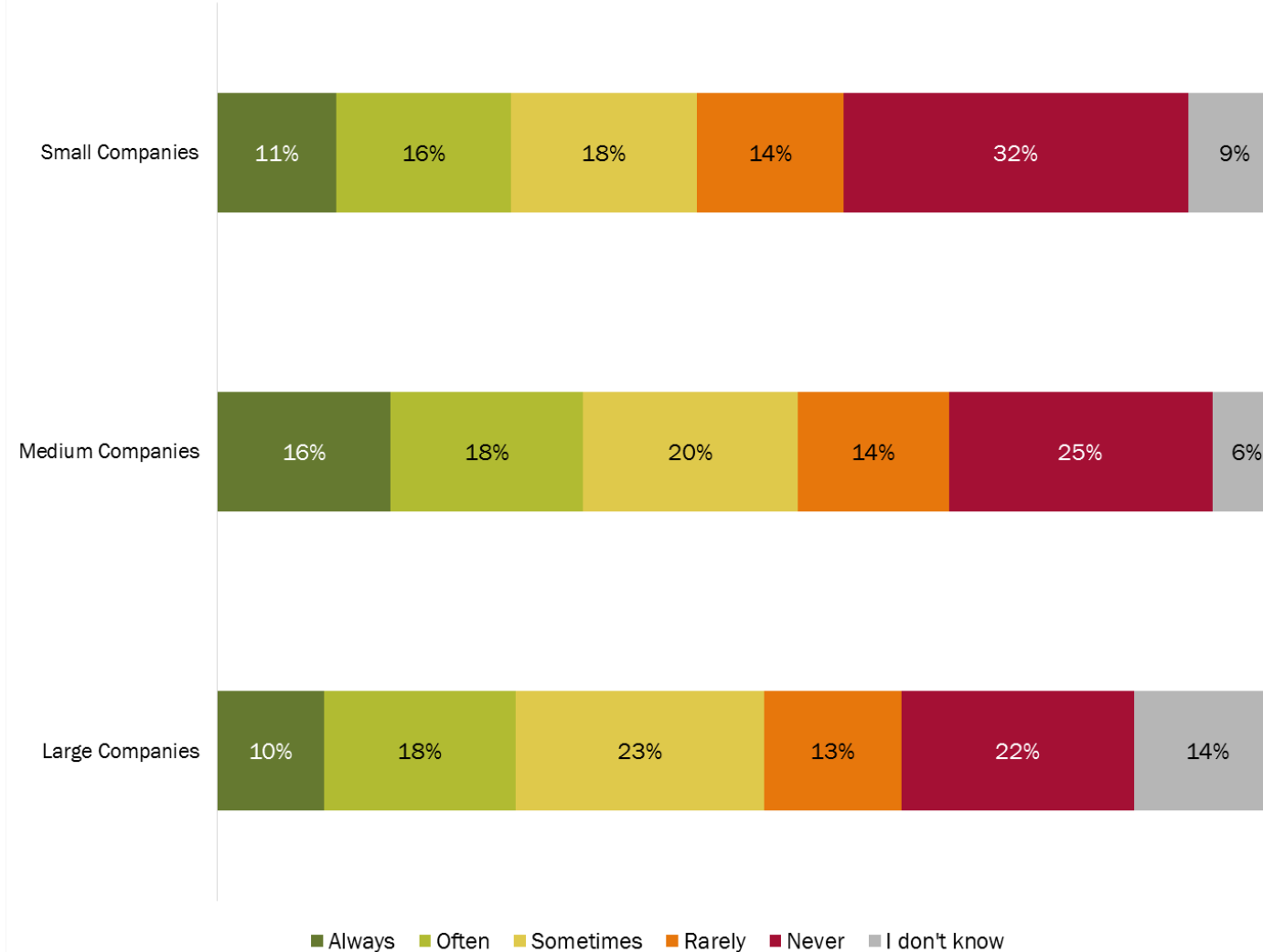


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C6. How often does your company:

QC6R5. Practice name-blind resume review

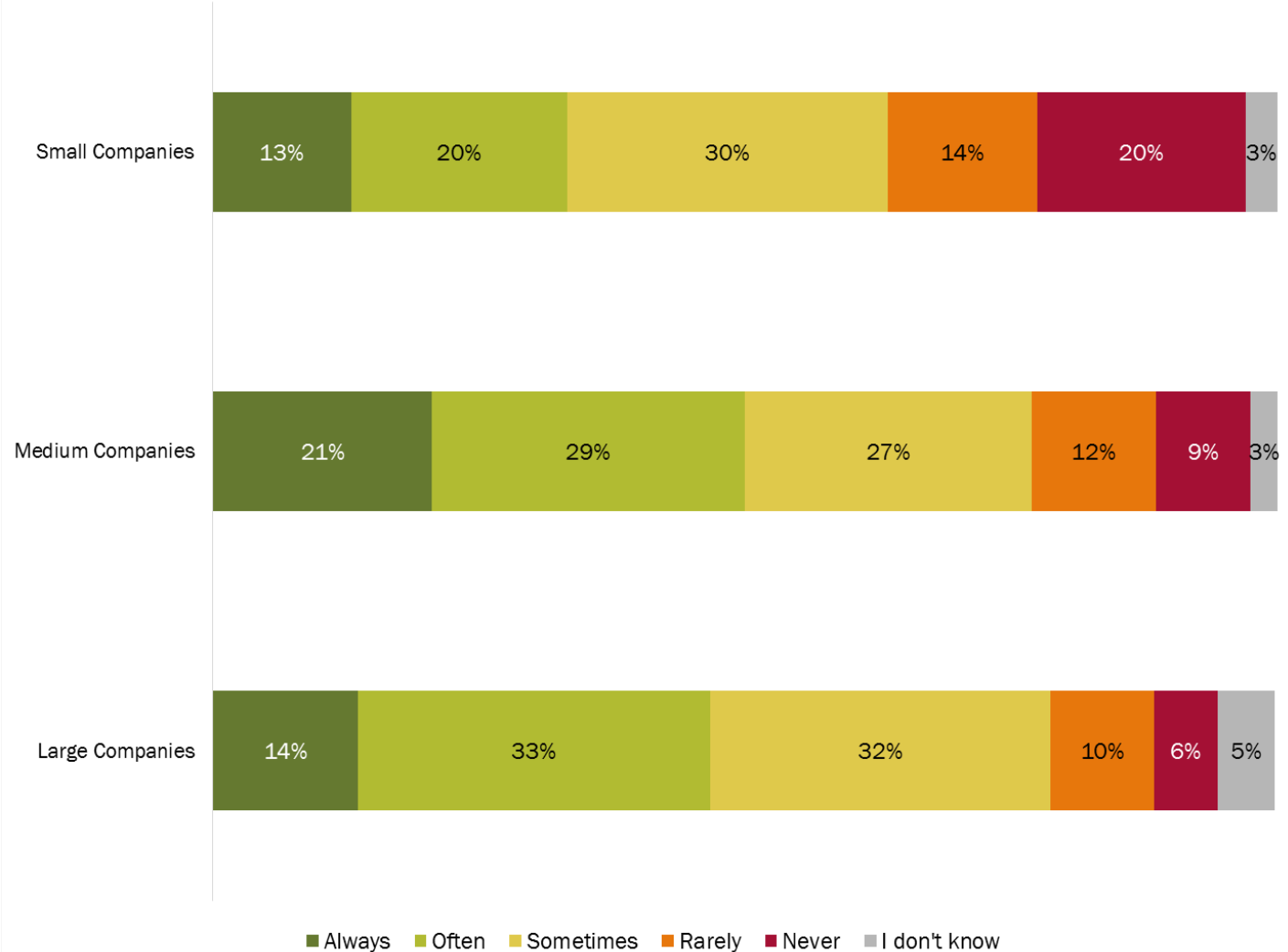


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C6. How often does your company:

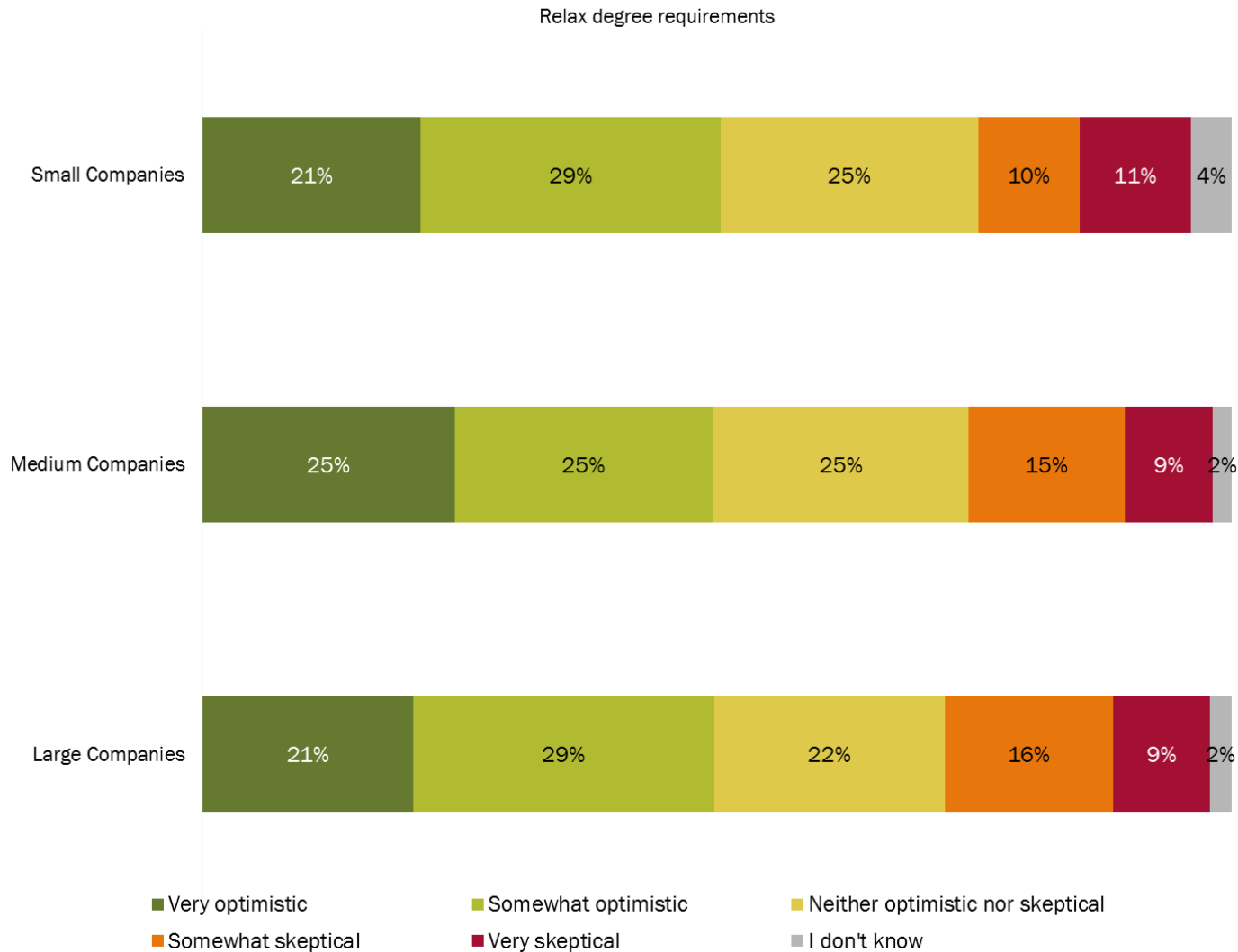
QC6R6. Work with trusted community organizations to recruit candidates



N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C7. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

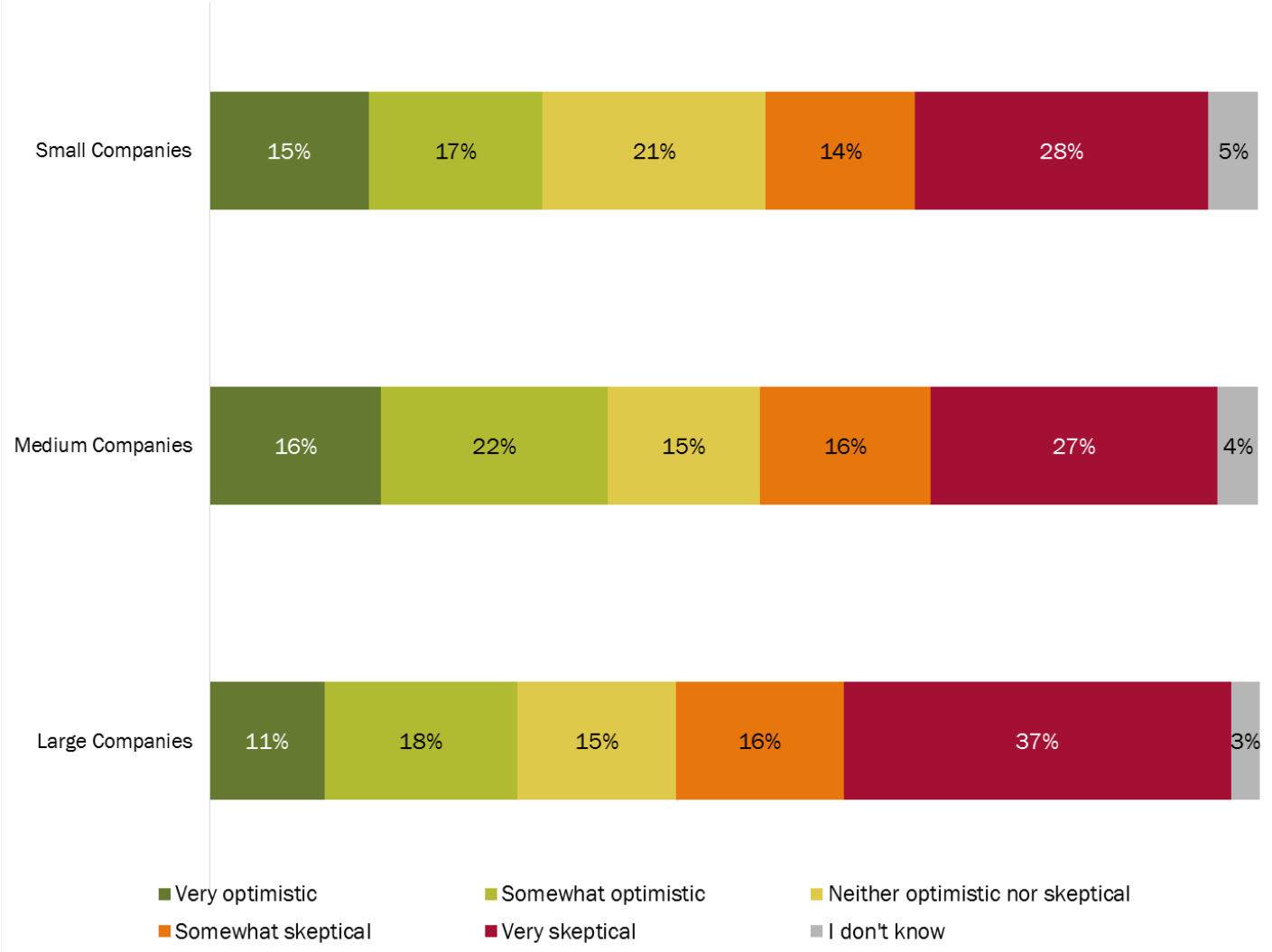


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C7. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

Relax criminal background checks

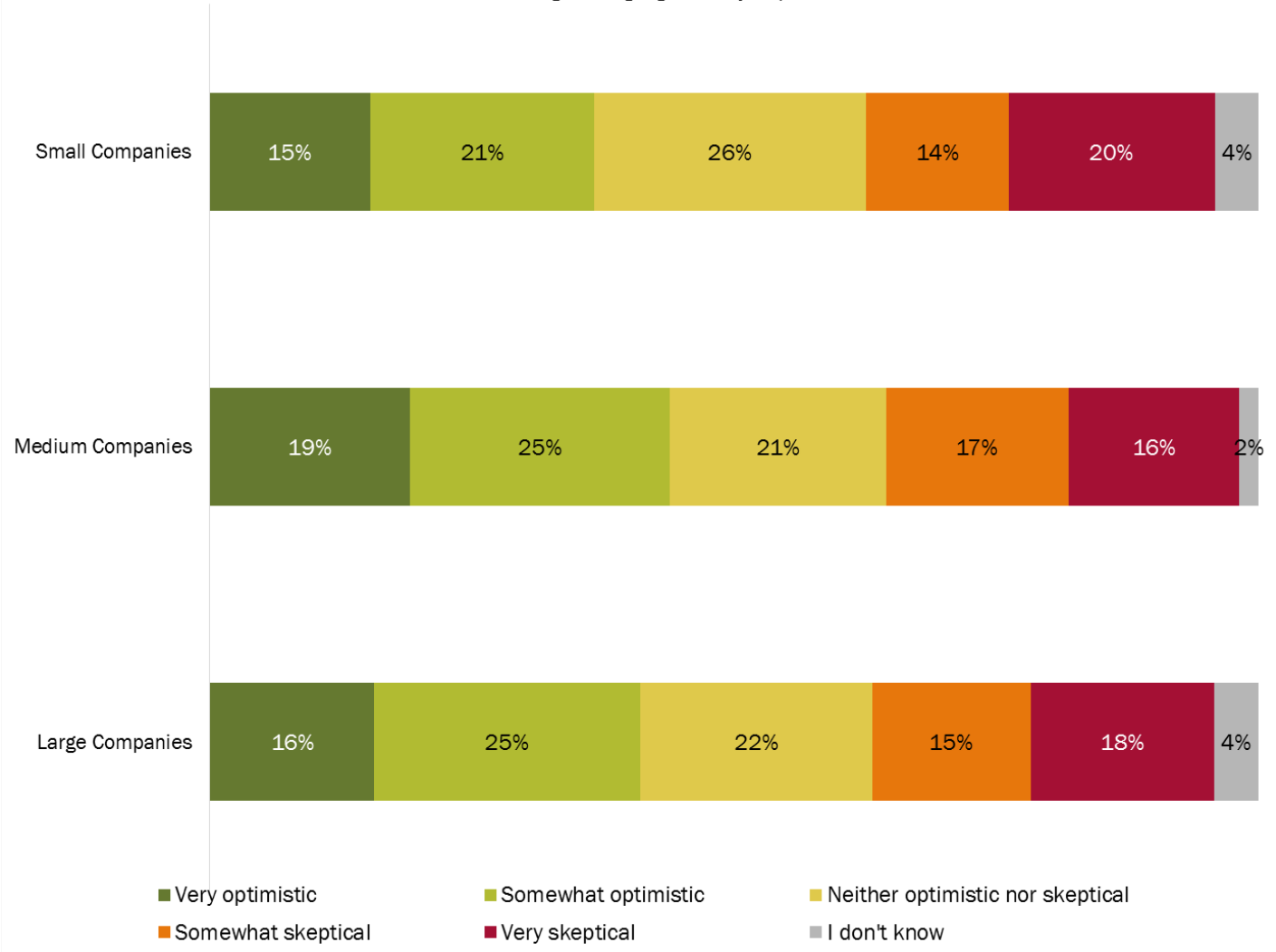


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C7. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

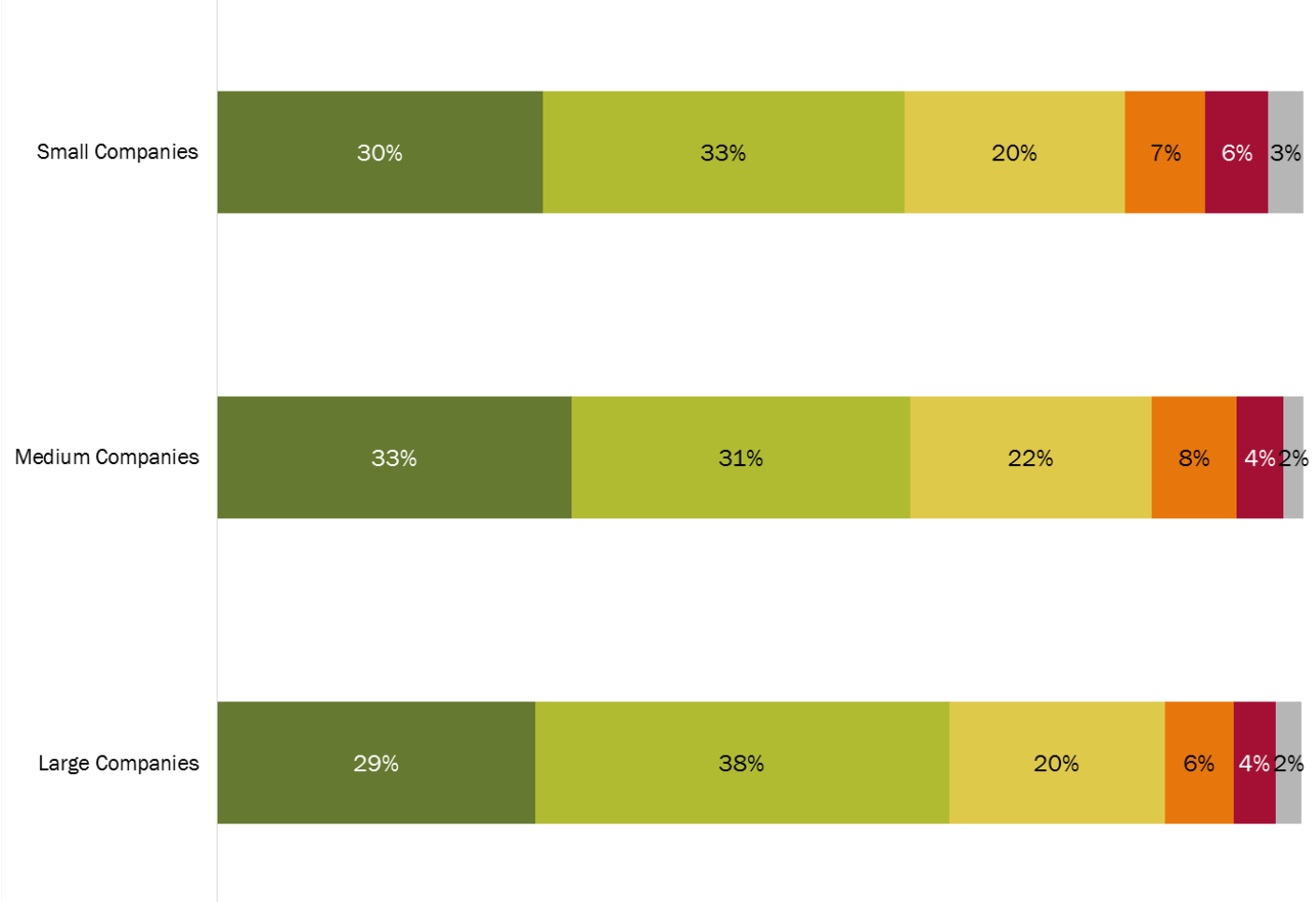
Relax English language fluency requirements



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C7. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

Practice skills-based job descriptions



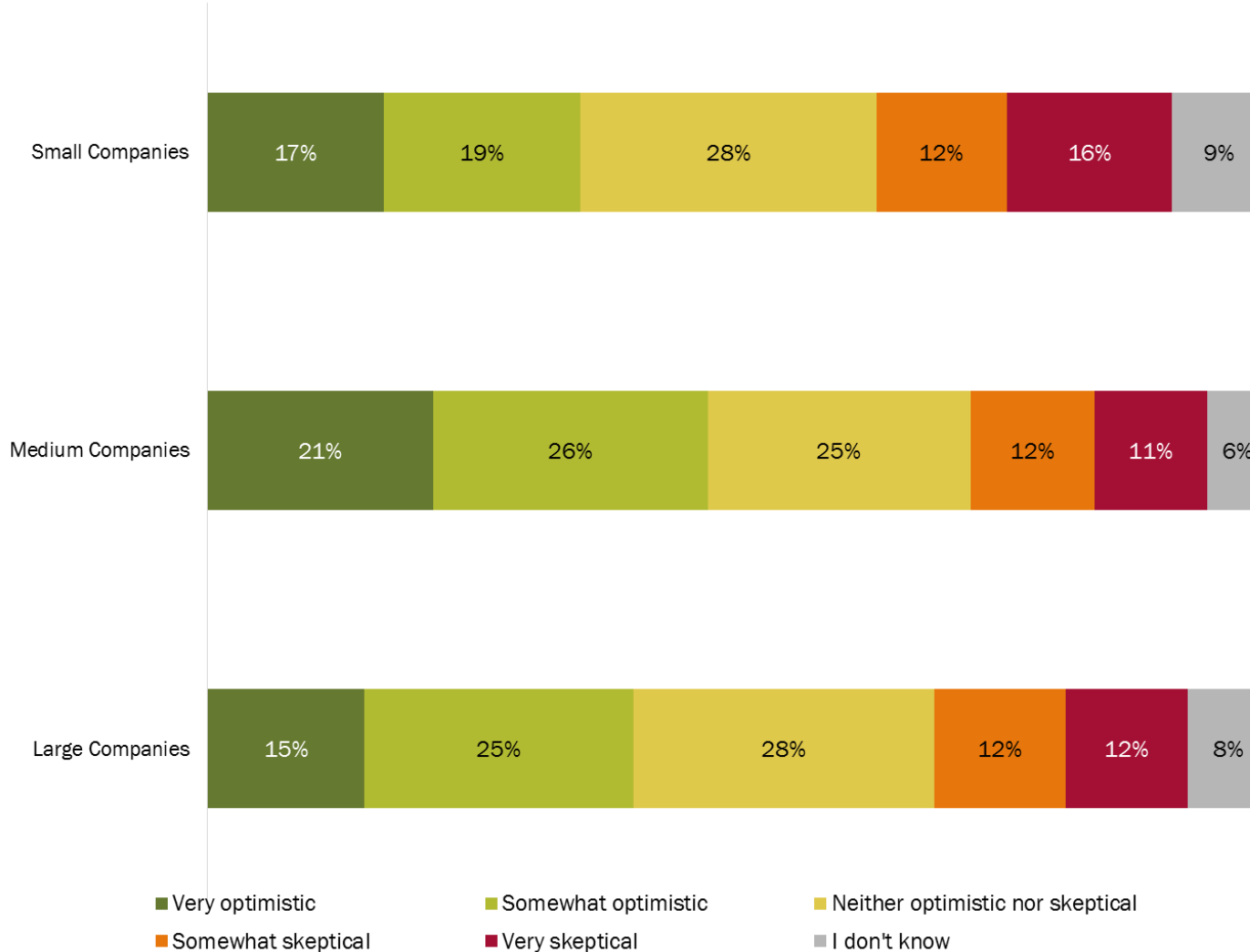
N = 1,150

Very optimistic
 Somewhat optimistic
 Neither optimistic nor skeptical
 Somewhat skeptical
 Very skeptical
 I don't know

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C7. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

Practice name-blind resume review

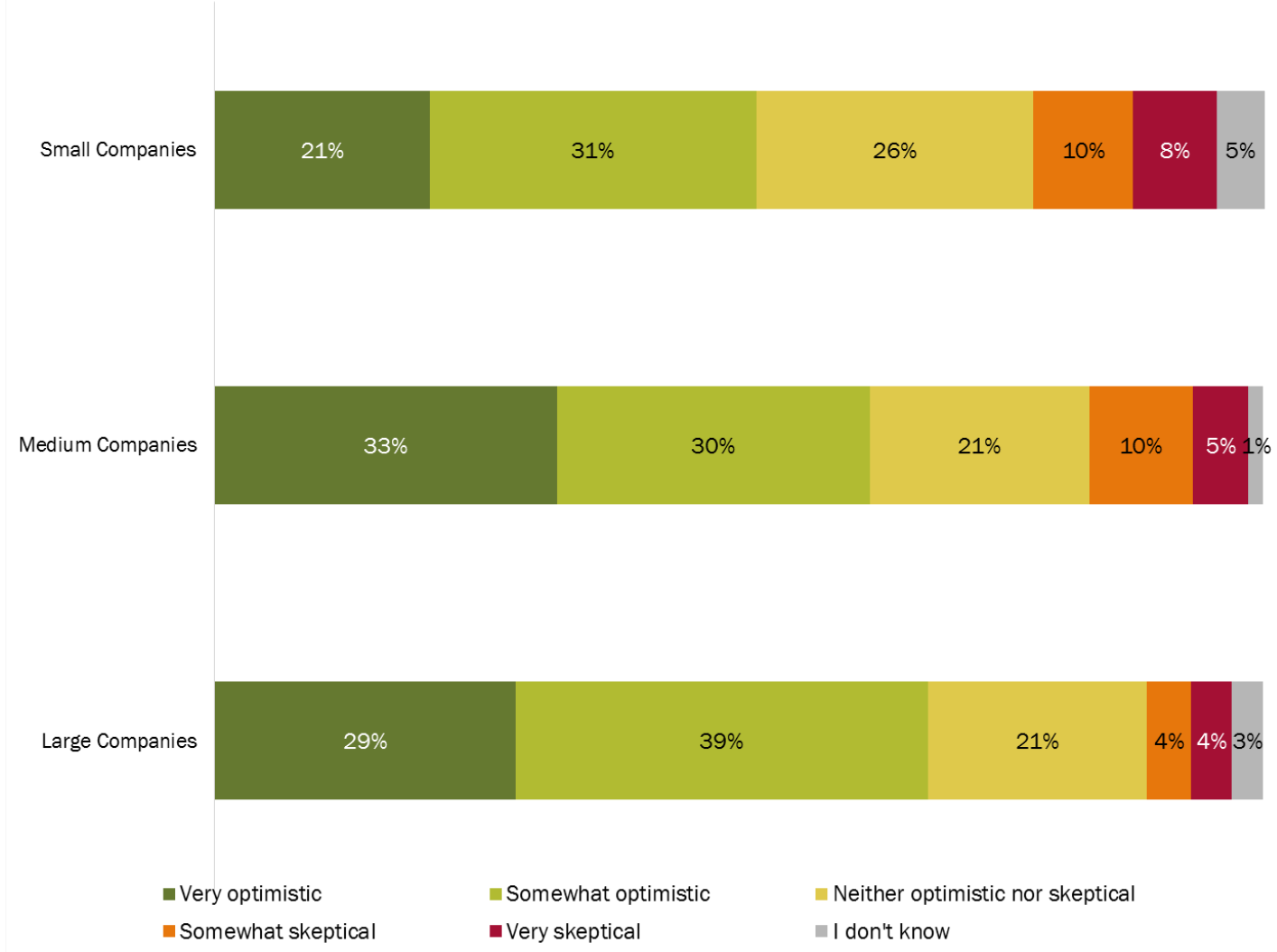


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C7. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

Work with trusted community organizations to recruit candidates

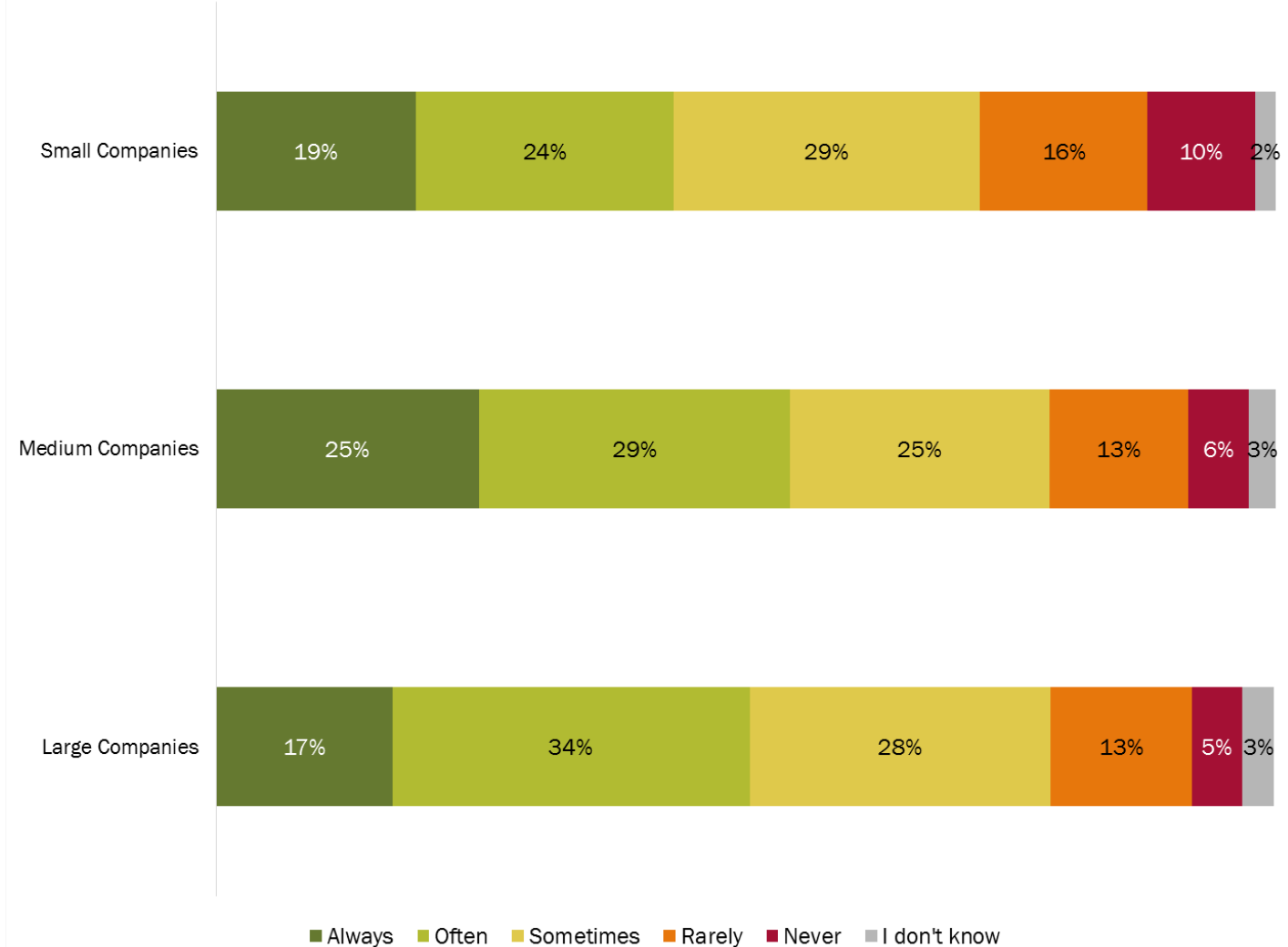


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C8. How often does your company:

QC8R1. Communicate upward mobility opportunities and pathways during onboarding

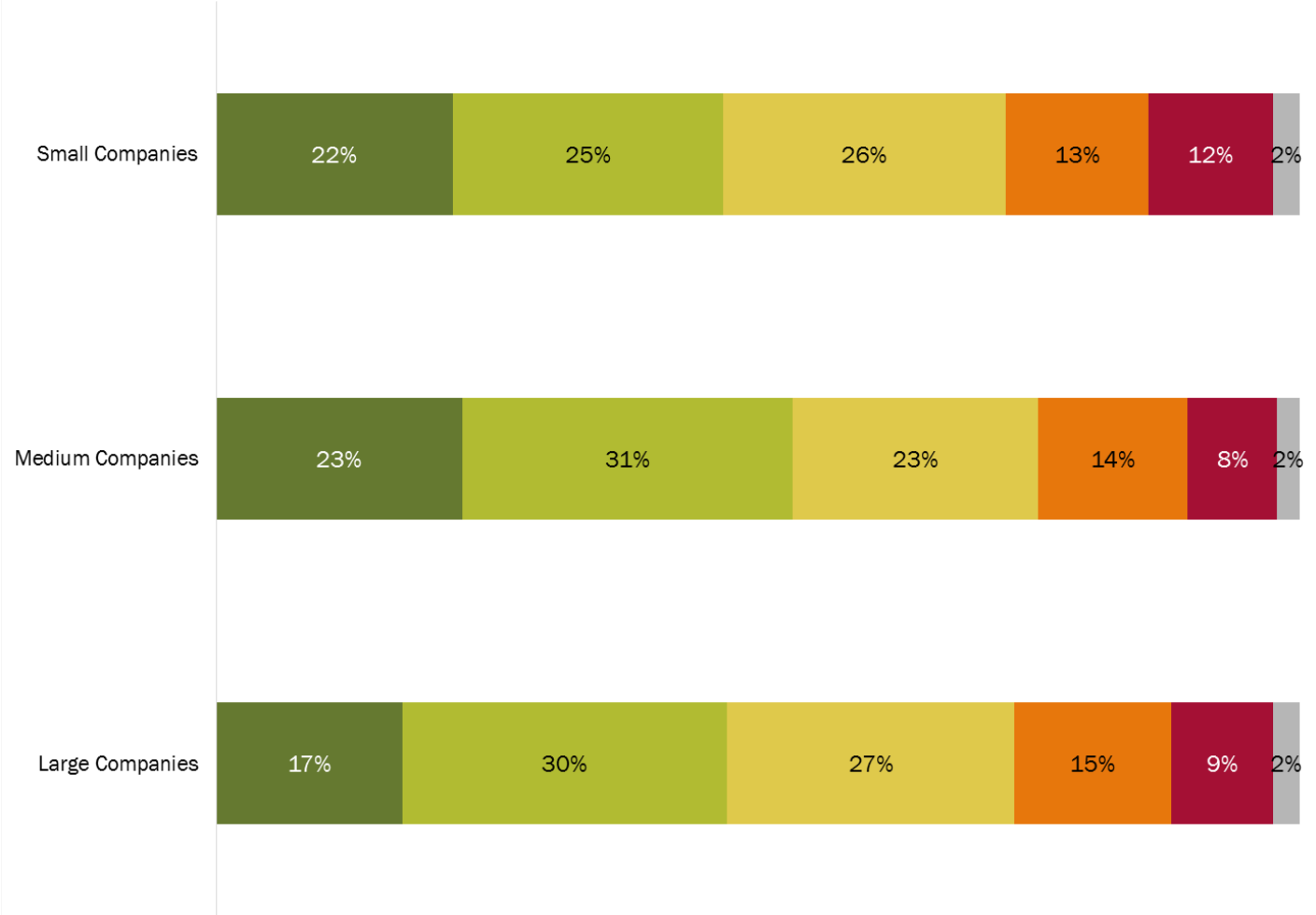


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C8. How often does your company:

QC8R2. Communicate to low-wage employees the pay ranges at different levels of progression



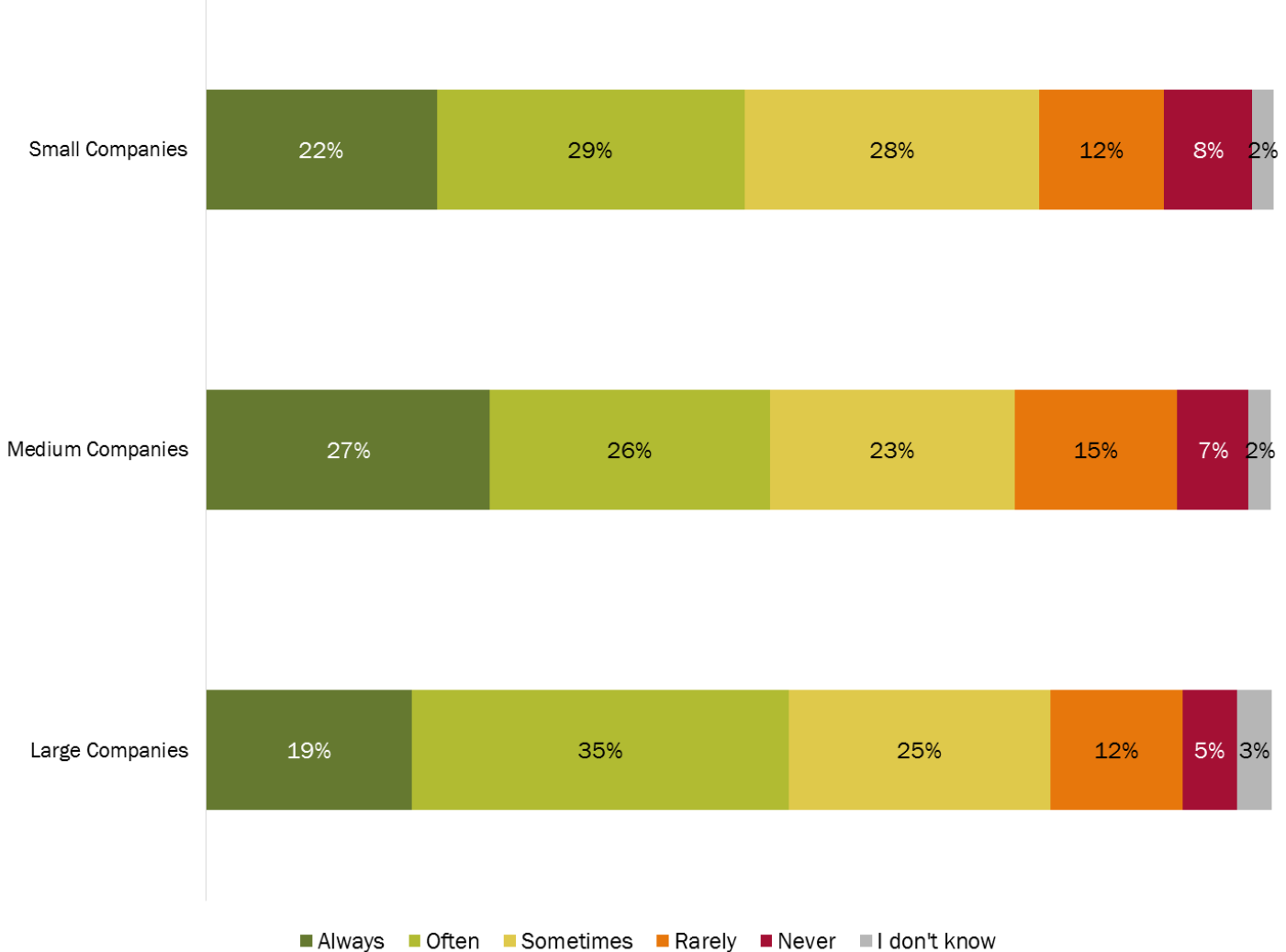
N = 1,150

Always Often Sometimes Rarely Never I don't know

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C8. How often does your company:

QC8R3. Communicate expectations for soft skills required to move up

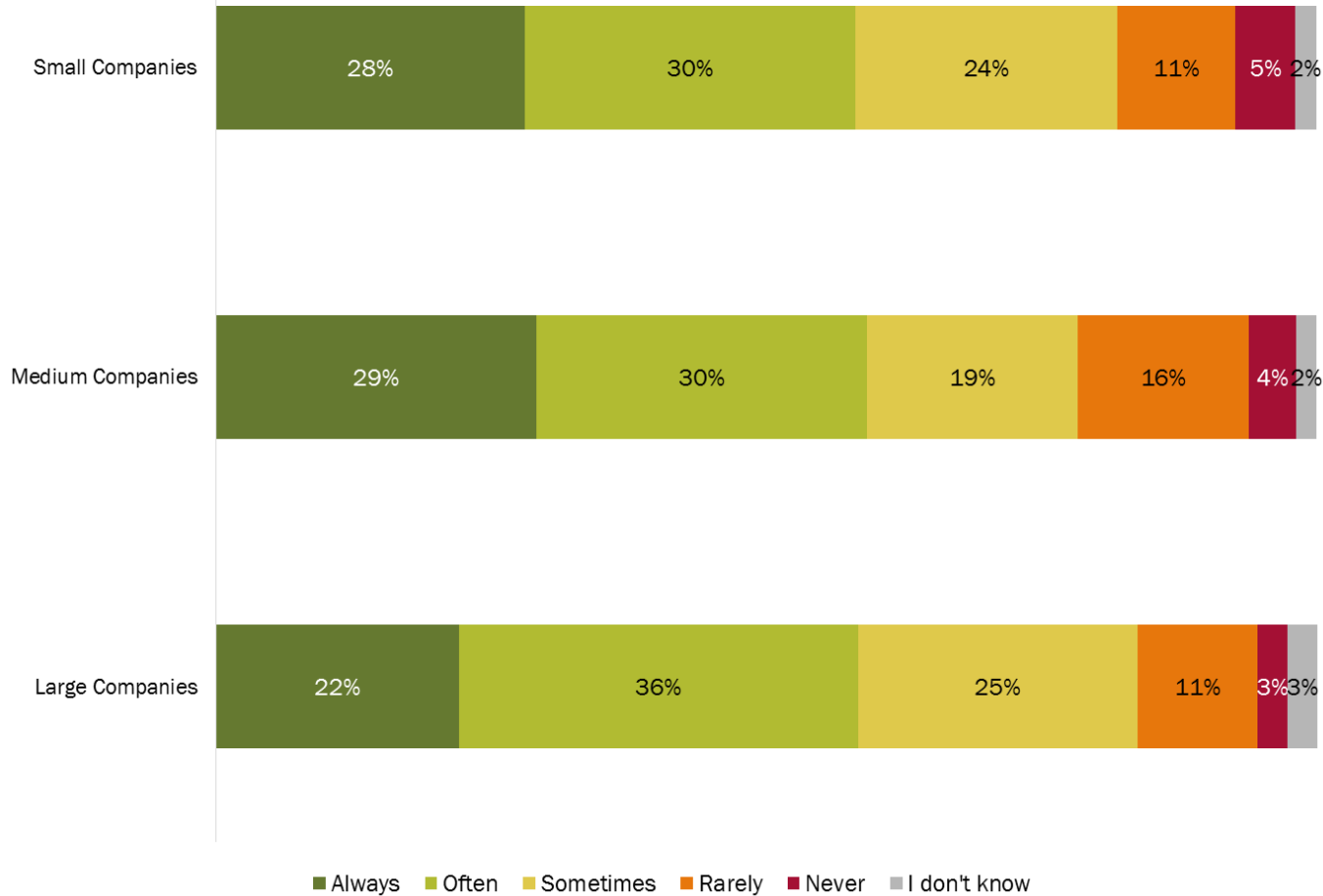


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C8. How often does your company:

QC8R4. Communicate expectations for technical skills (e.g., knowledge of certain equipment, systems, or tools) required to move up

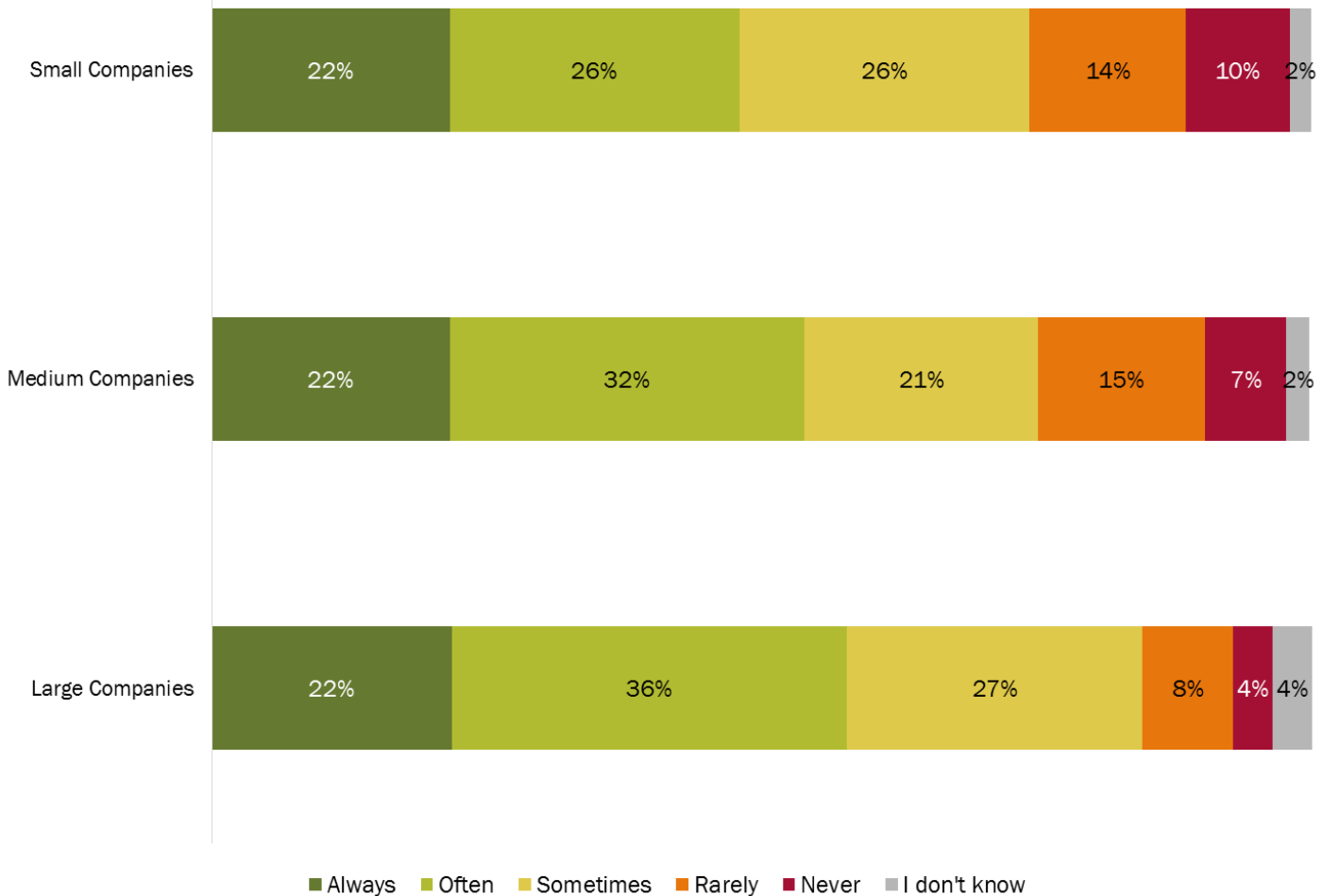


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C8. How often does your company:

QC8R5. Communicate expectations for qualifications or credentials (e.g., a certain certificate or diploma) required to move up

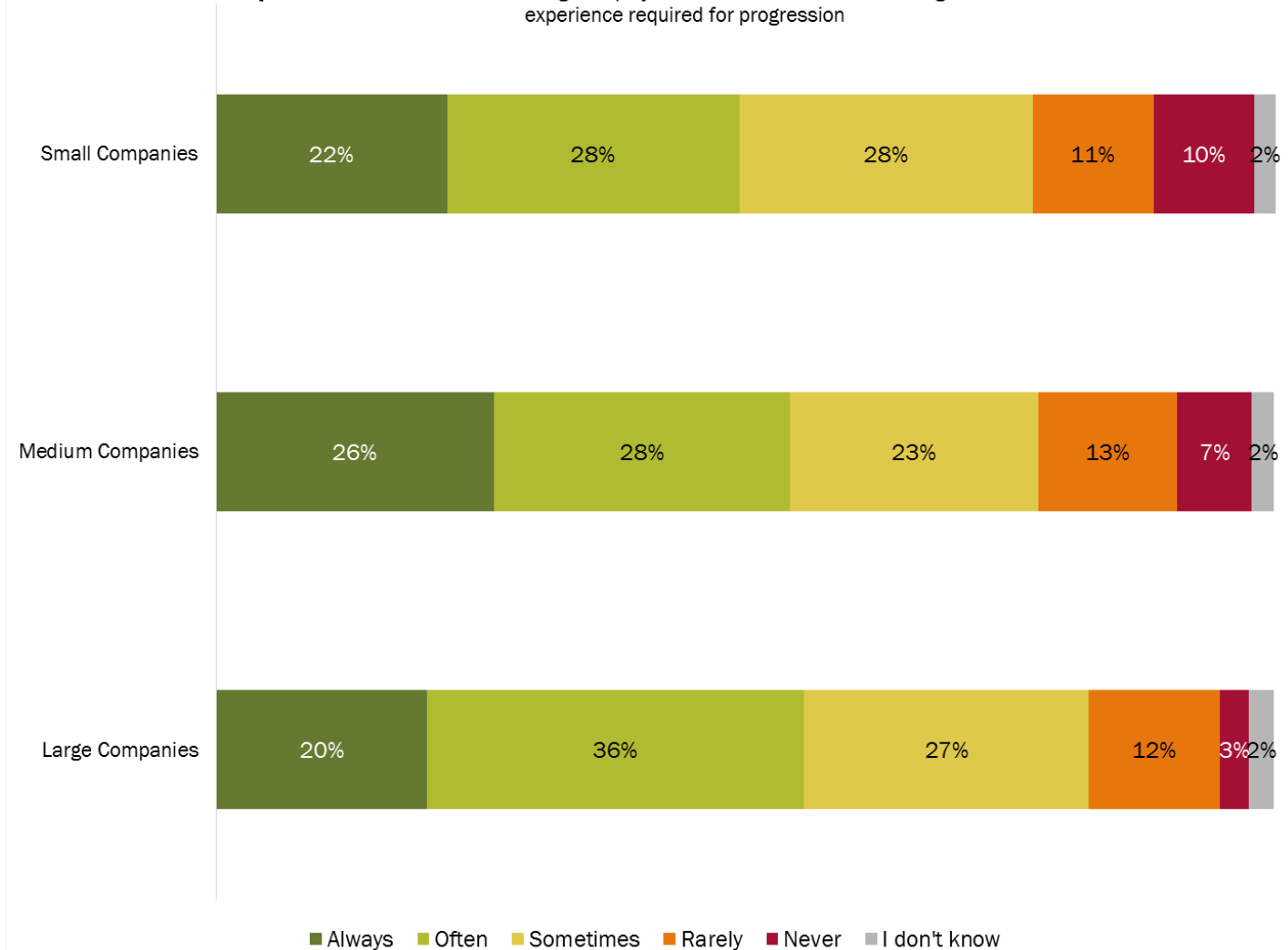


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C8. How often does your company:

QC8R6. Communicate how low-wage employees can obtain the skills, training, certifications, and experience required for progression

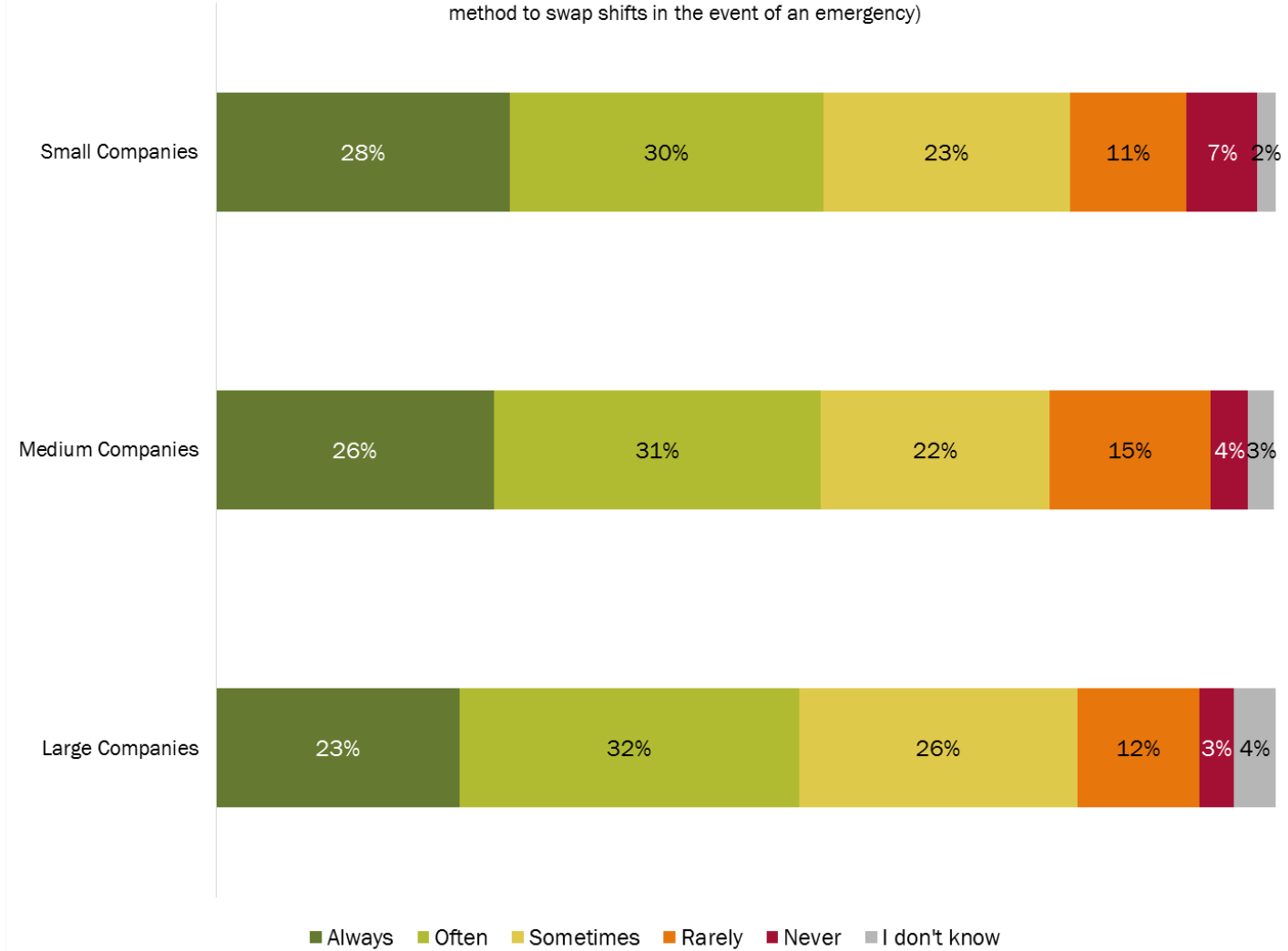


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C8. How often does your company:

QC8R7. Communicate how low-wage employees can request help when needed (e.g., providing a method to swap shifts in the event of an emergency)

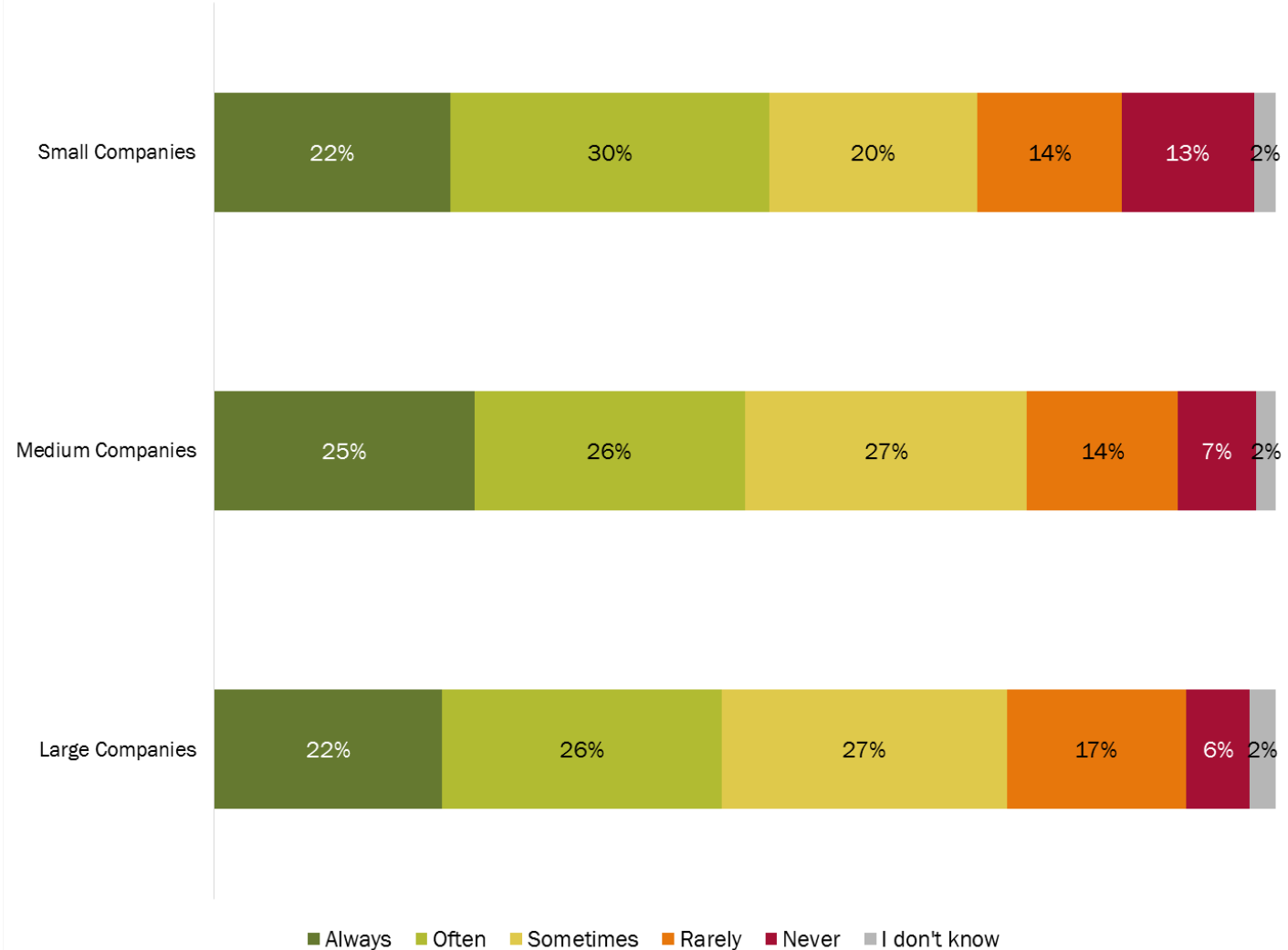


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C8. How often does your company:

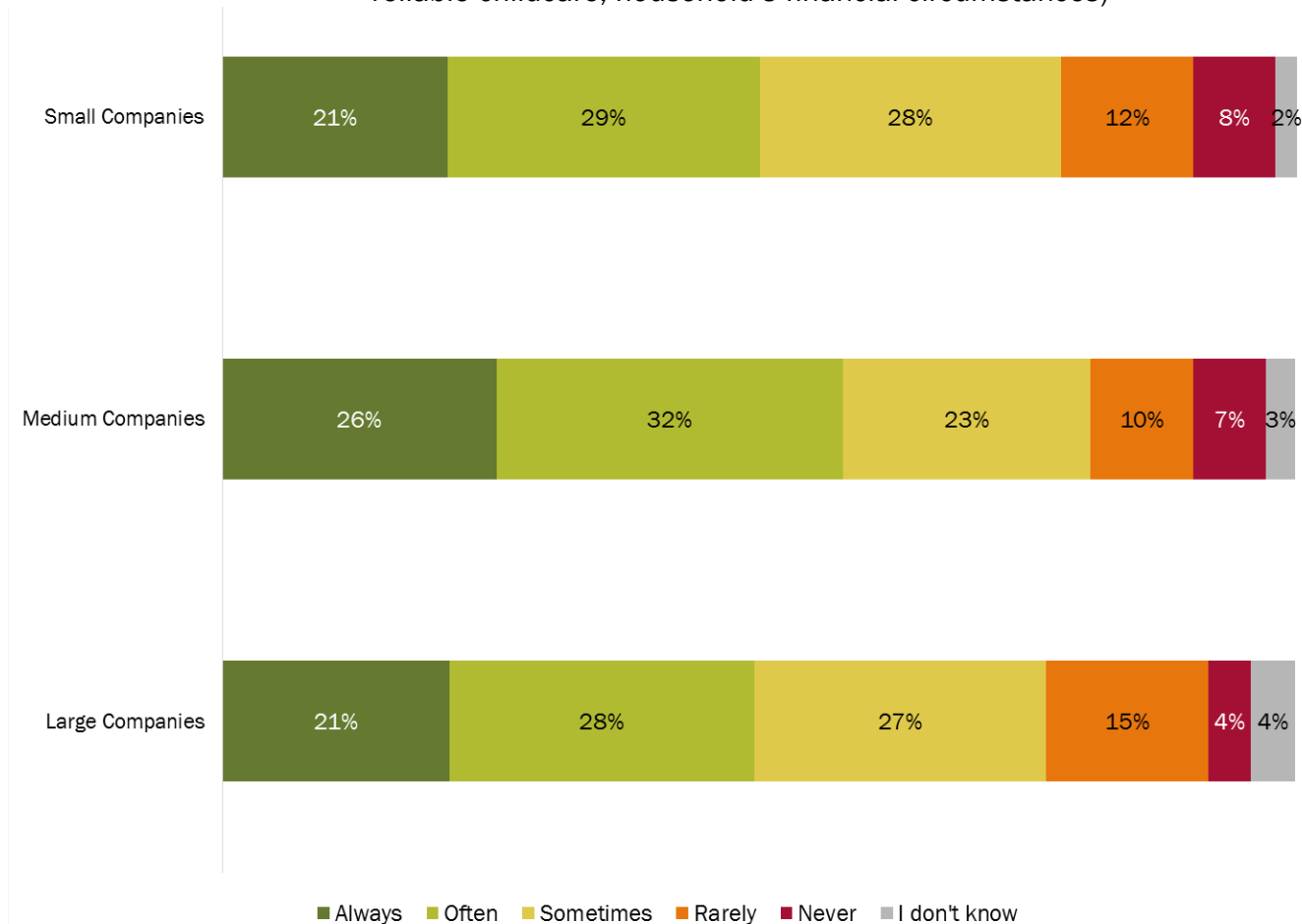
QC8R8. Pair new low-wage employees with a buddy or mentor in the initial phase of employment



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C8. How often does your company:

QC8R9. Speak with new low-wage employees to understand what personal circumstances might affect the employee’s ability to perform as required for success at work (e.g., reliable transportation to work, reliable childcare, household’s financial circumstances)

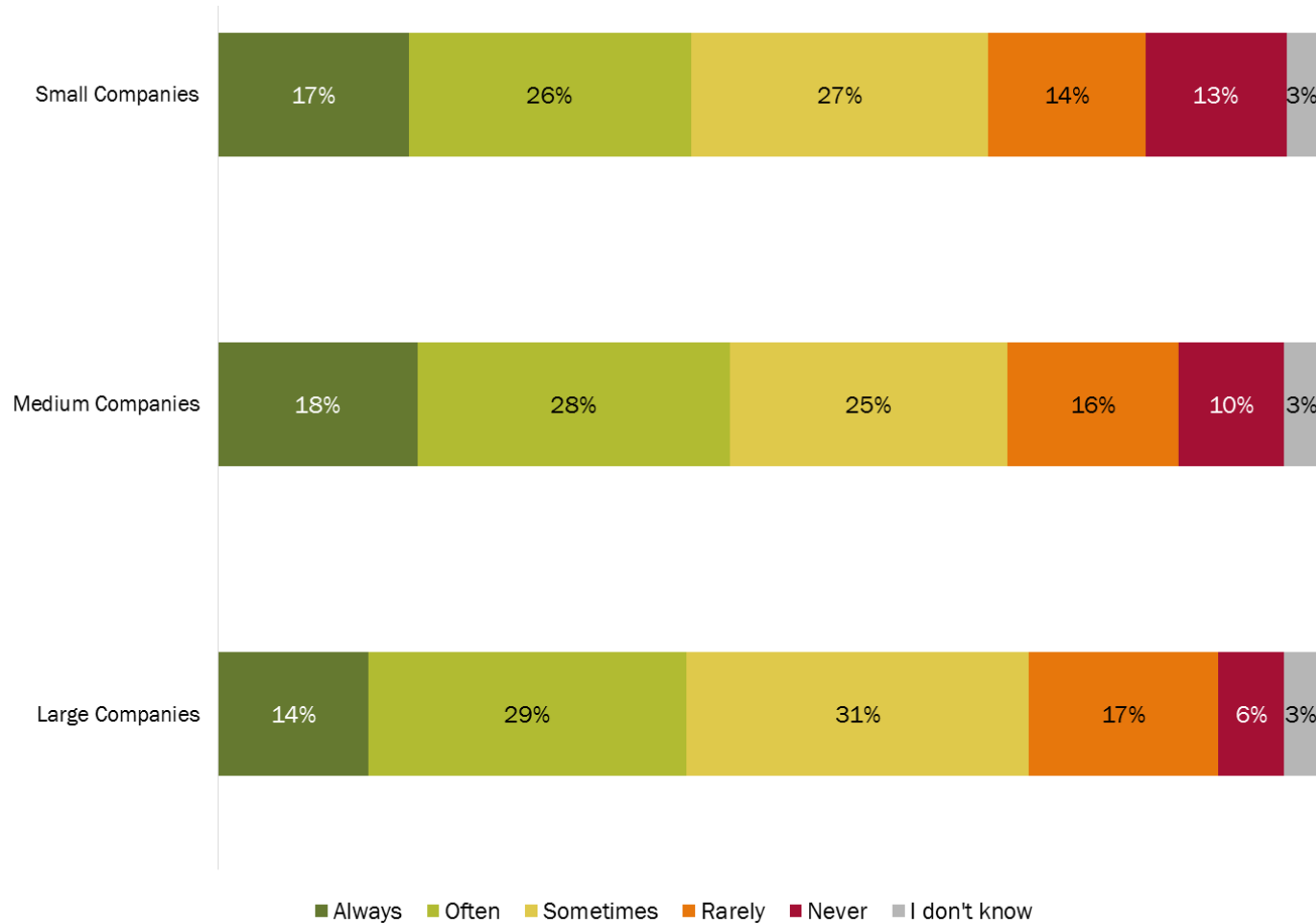


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C8. How often does your company:

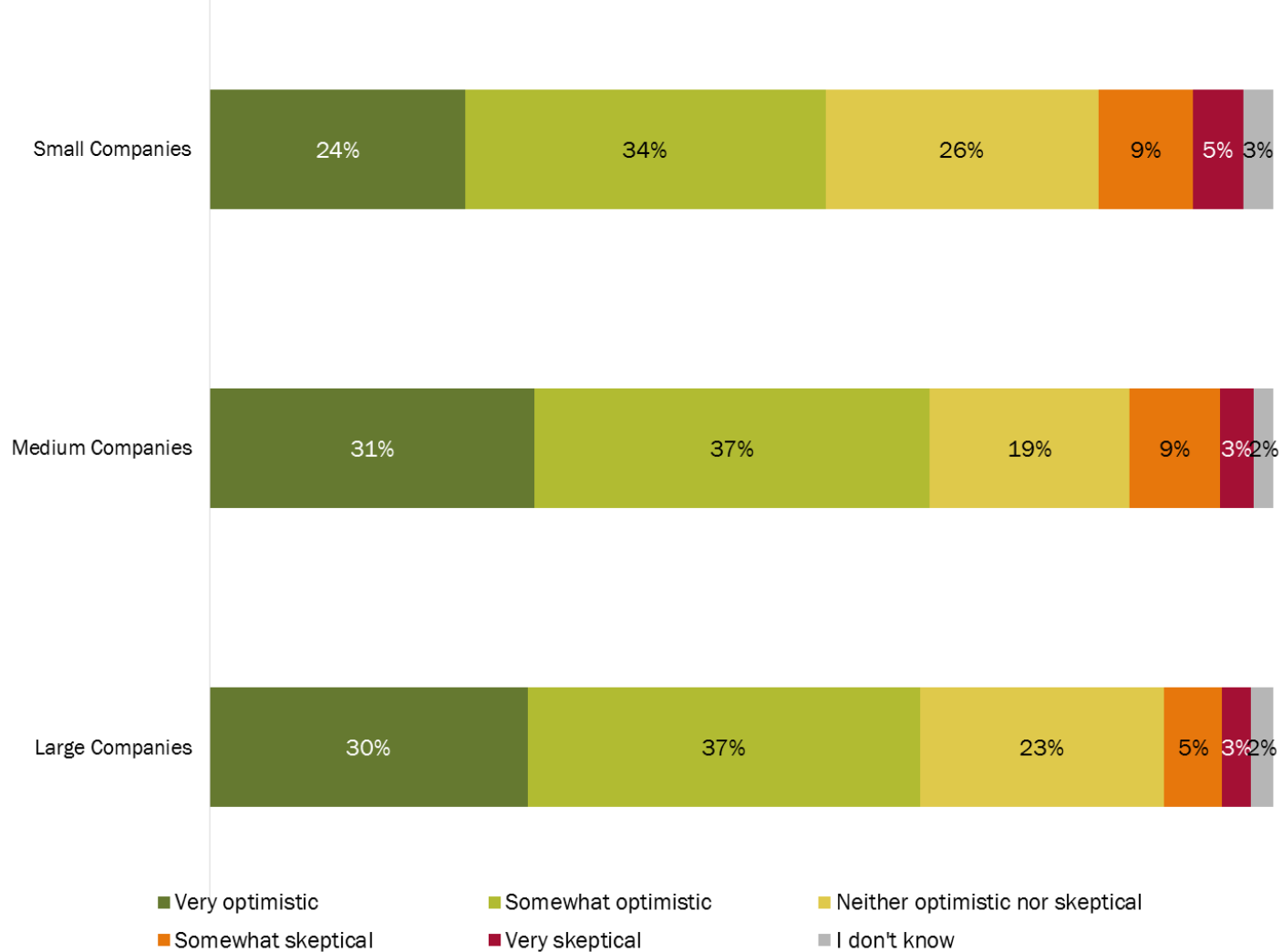
QC8R10. Discuss challenges that low-wage employees may have in moving up (e.g., skill deficiencies, care responsibilities, transportation needs, schedule concerns)



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C9. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

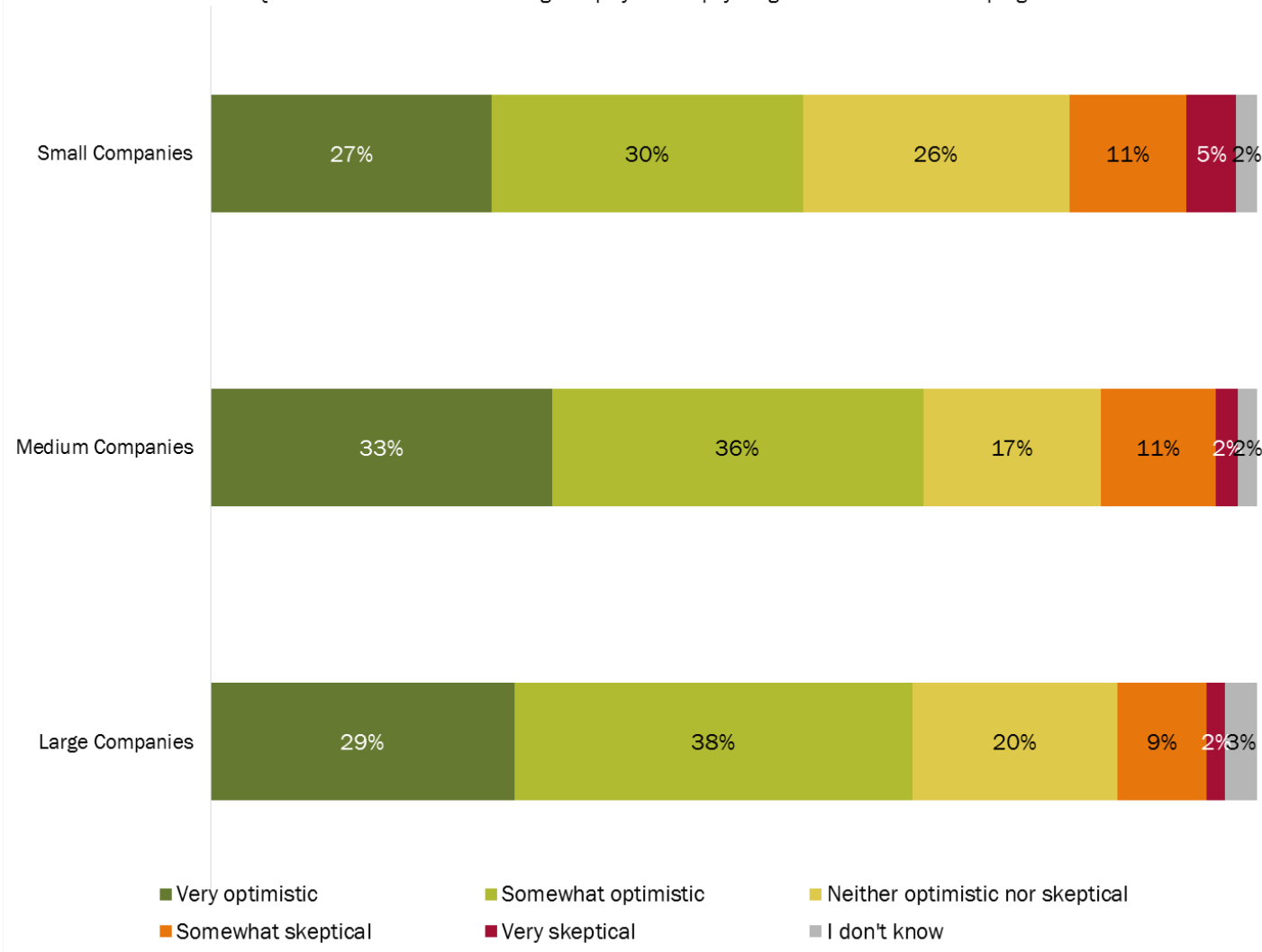
QC9R1. Communicate upward mobility opportunities and pathways during onboarding



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C9. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC9R2. Communicate to low-wage employees the pay ranges at different levels of progression

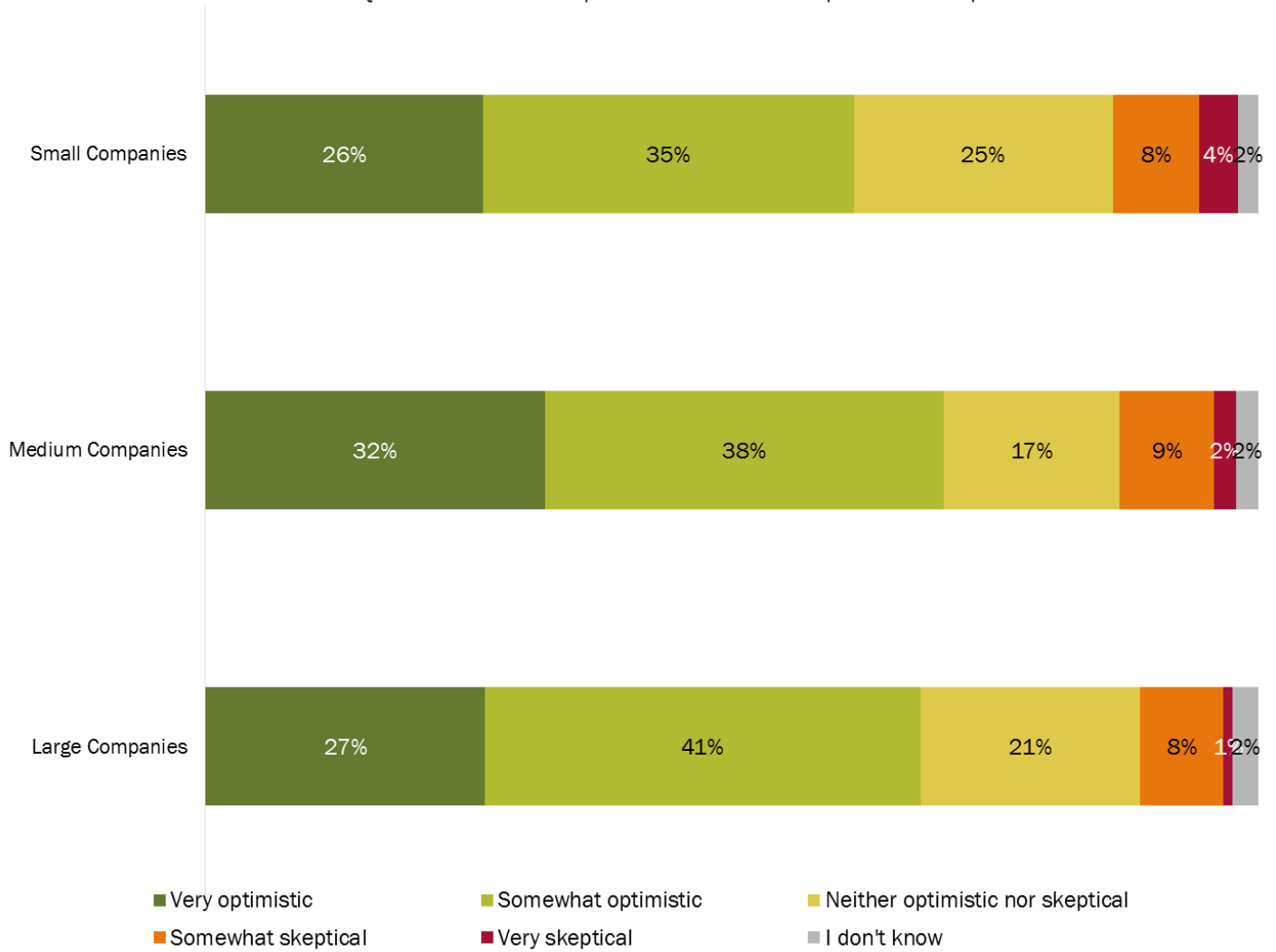


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C9. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC9R3. Communicate expectations for soft skills required to move up

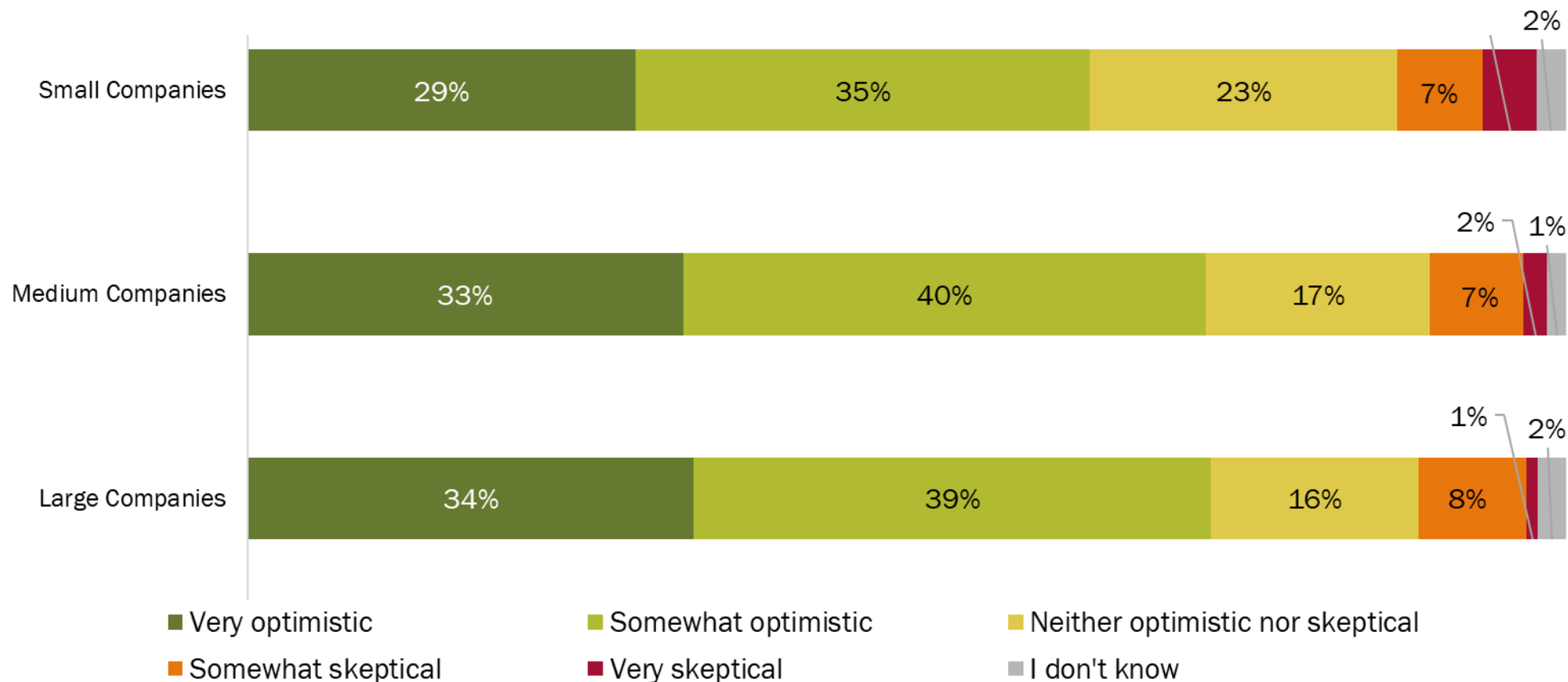


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C9. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

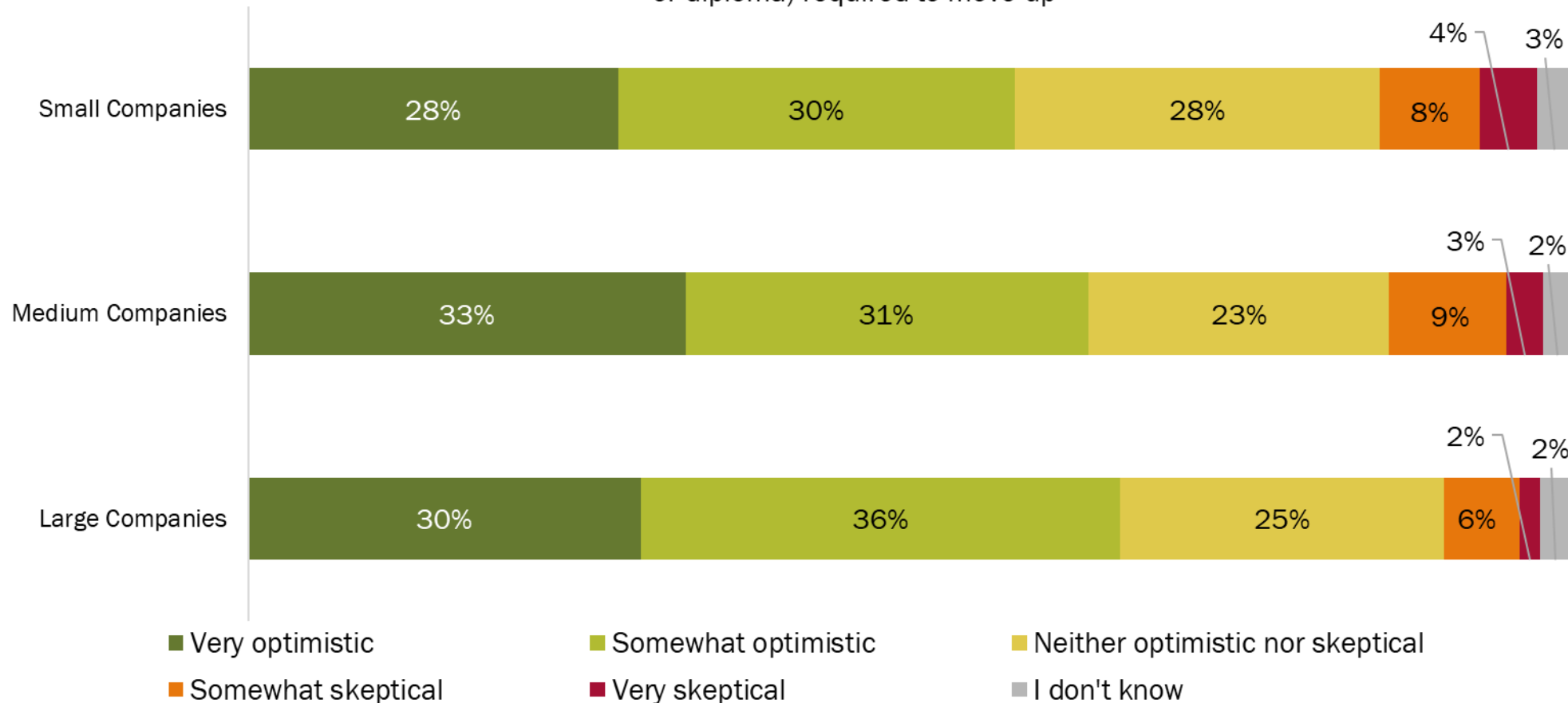
QC9R4. Communicate expectations for technical skills (e.g., knowledge of certain equipment, systems, or tools) required to move up



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C9. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

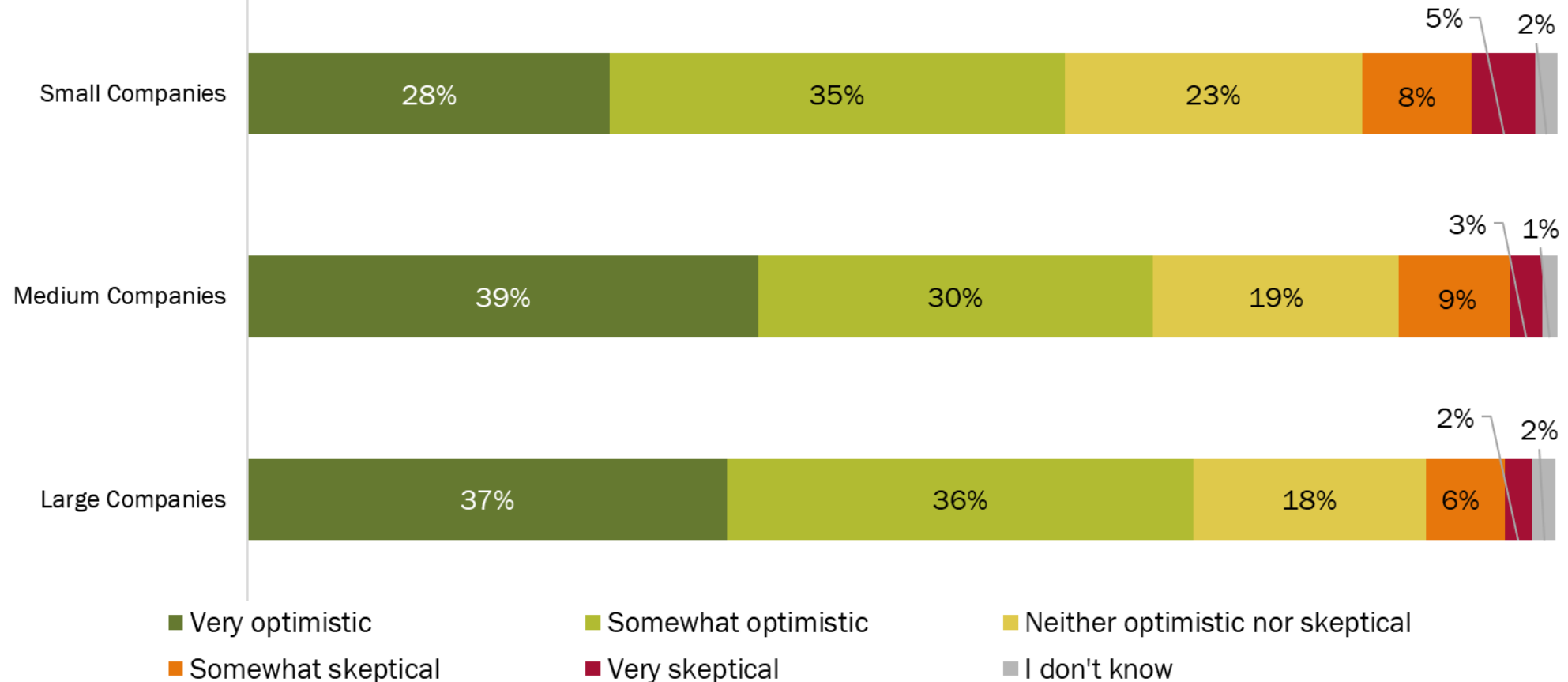
QC9R5. Communicate expectations for qualifications or credentials (e.g., a certain certificate or diploma) required to move up



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C9. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

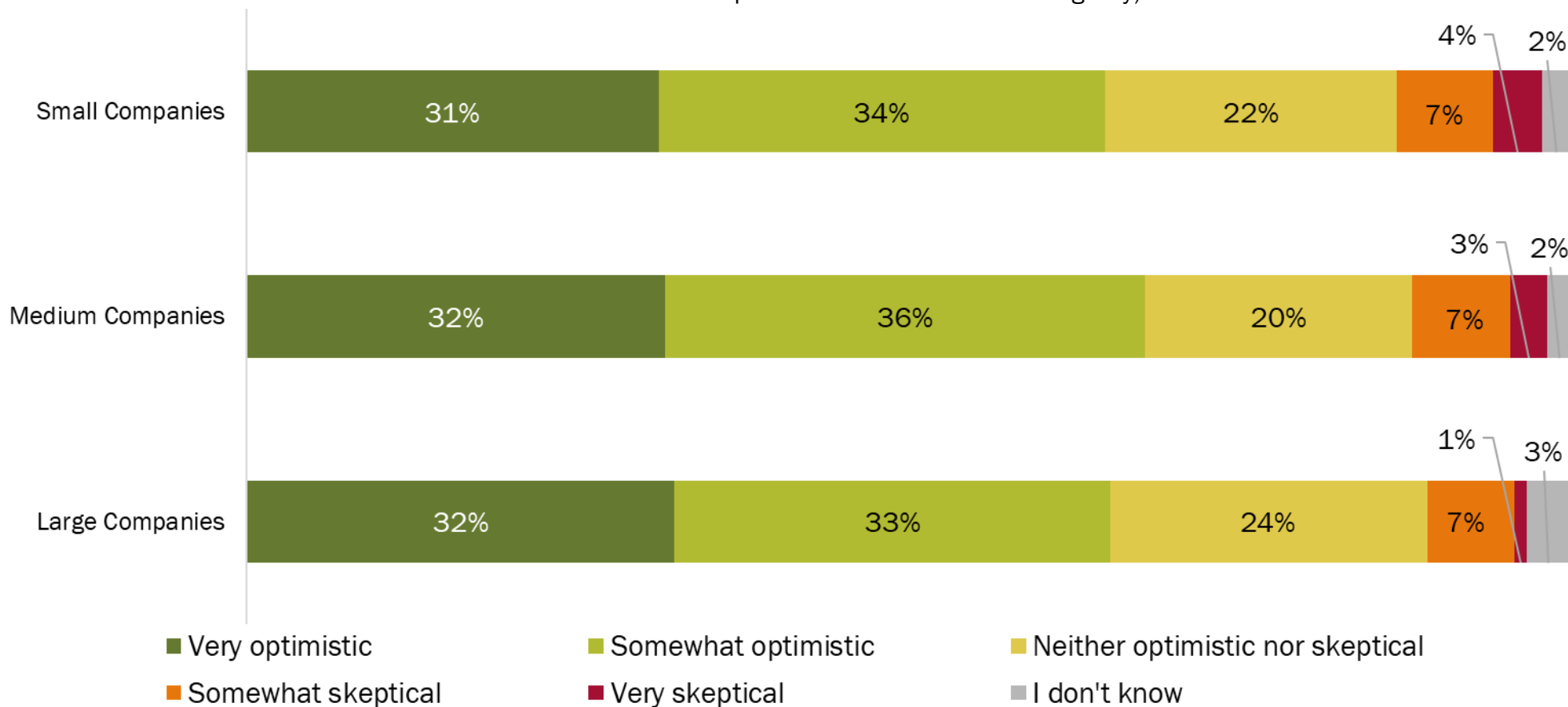
QC9R6. Communicate how low-wage employees can obtain the skills, training, certifications, and experience required for progression



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C9. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC9R7. Communicate how low-wage employees can request help when needed (e.g., providing a method to swap shifts in the event of an emergency)

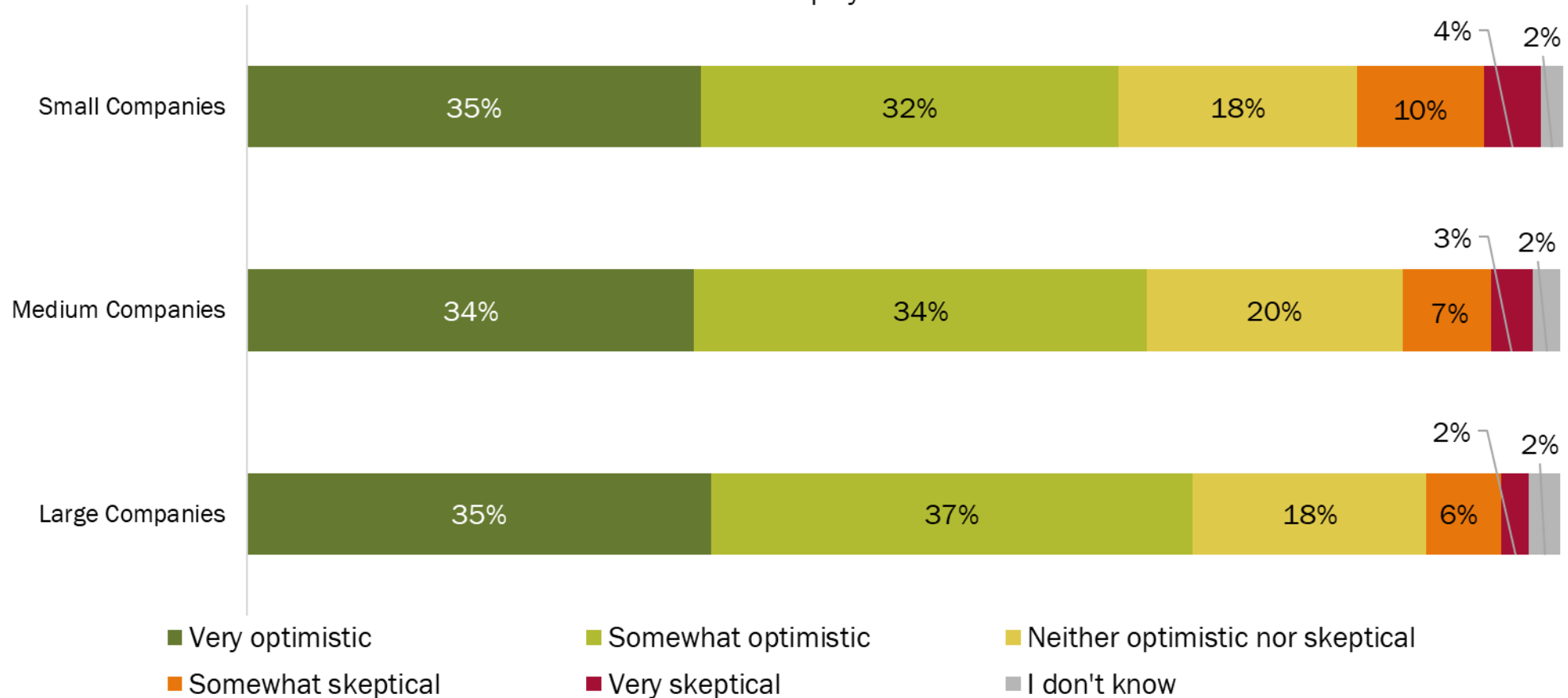


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C9. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

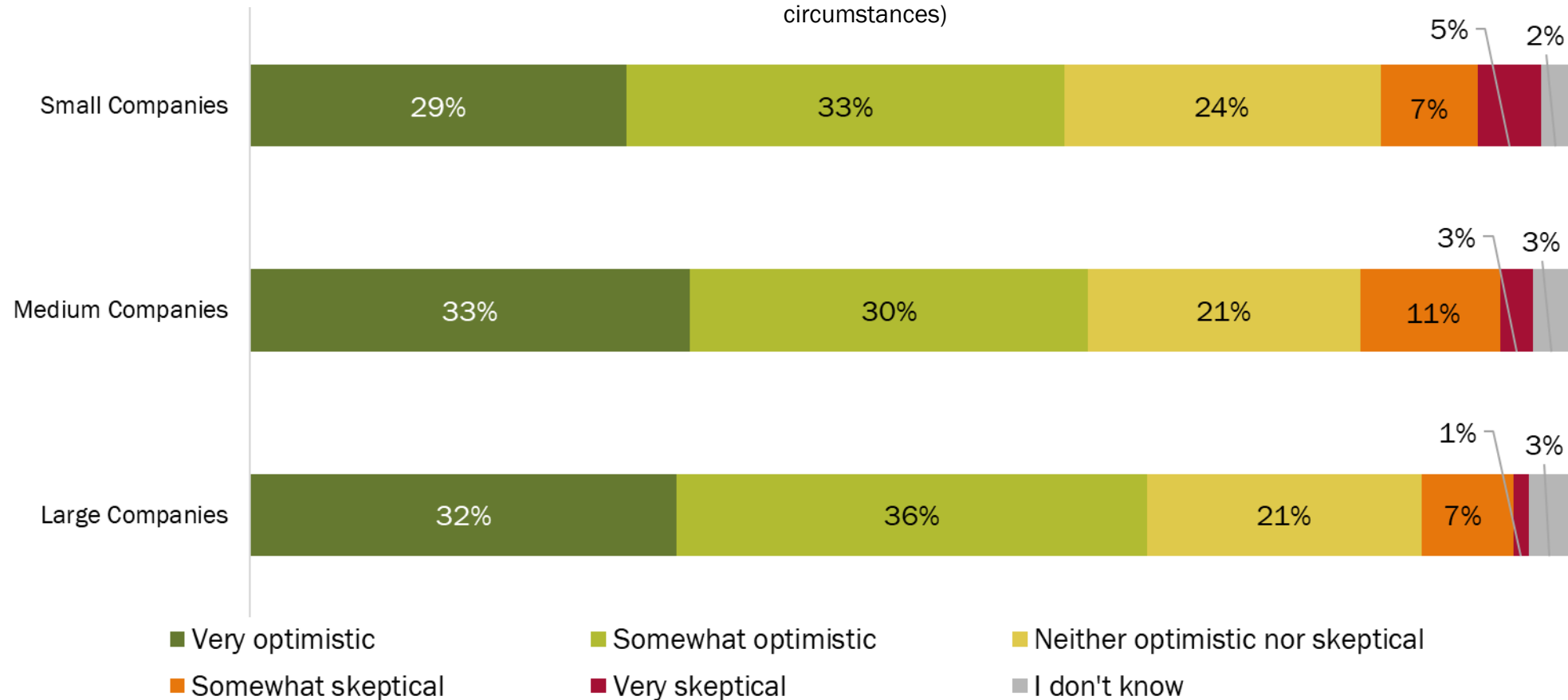
QC9R8. Pair new low-wage employees with a buddy or mentor in the initial phase of employment



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C9. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

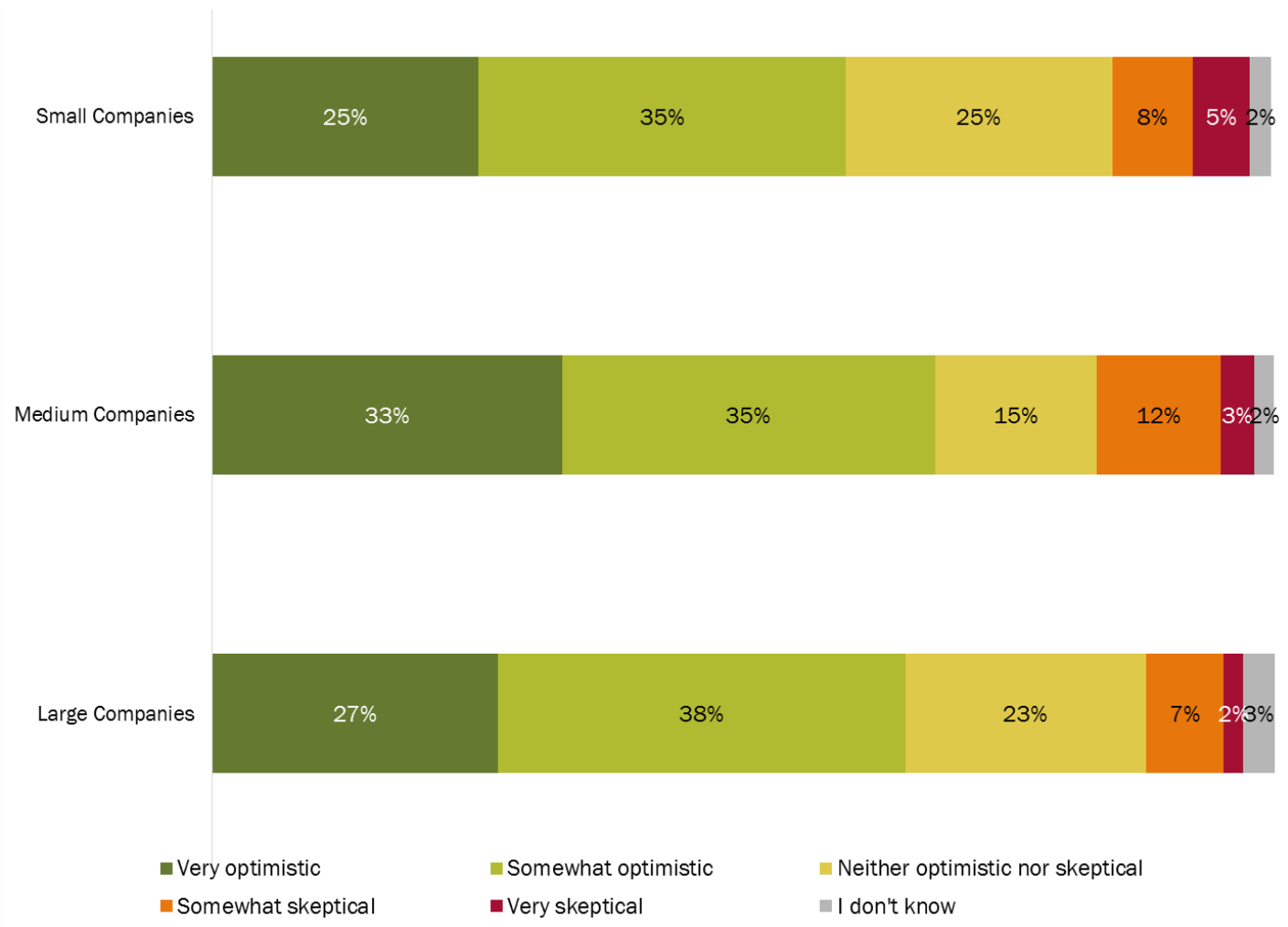
QC9R9. Speak with new low-wage employees to understand what personal circumstances might affect the employee's ability to perform as required for success at work (e.g., reliable transportation to work, reliable childcare, household's financial circumstances)



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C9. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

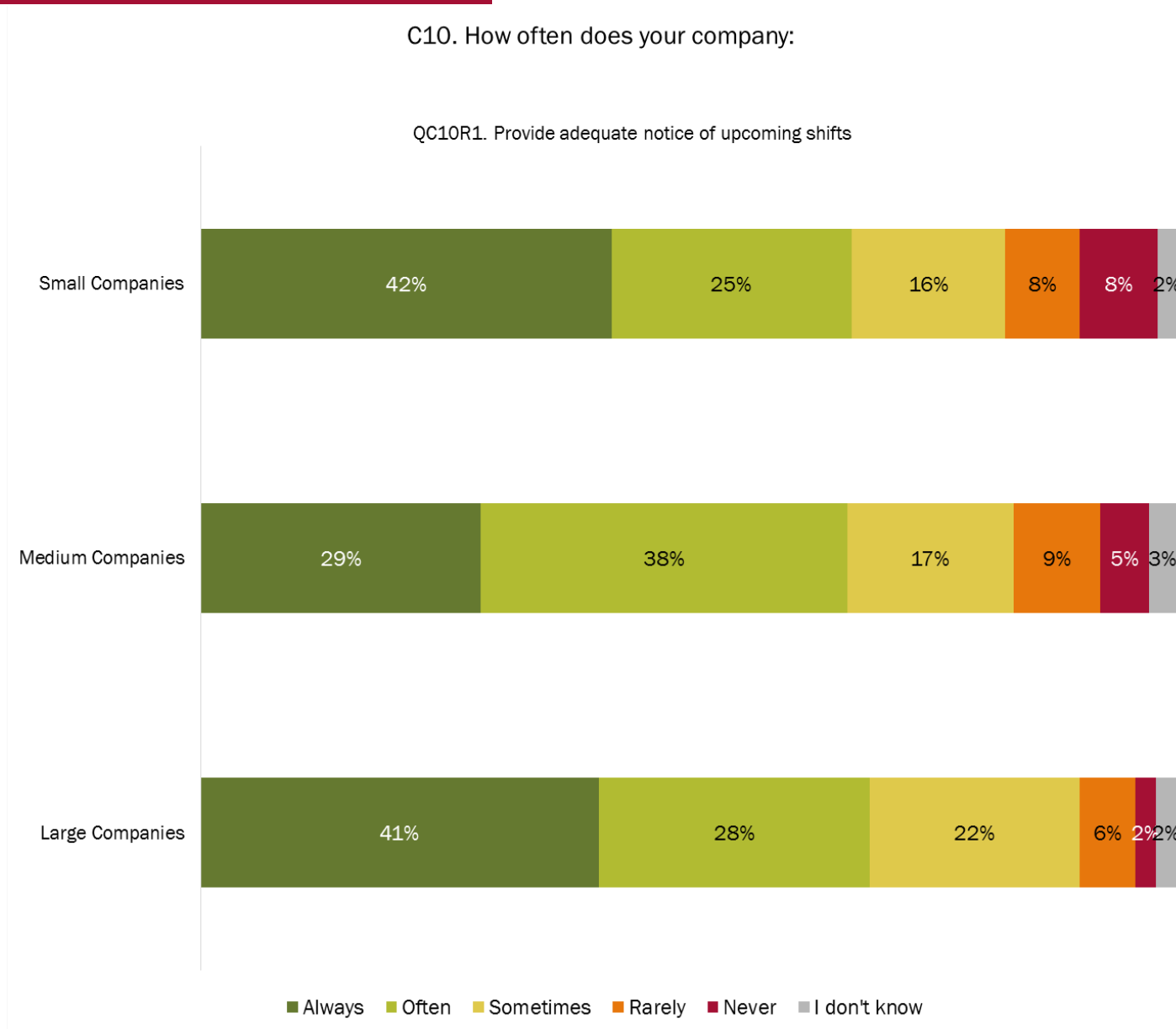
QC9R10. Discuss challenges that low-wage employees may have in moving up (e.g., skill deficiencies, care responsibilities, transportation needs, schedule concerns)



Actions

On-the-job Support: Benefits

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.



N = 1,150

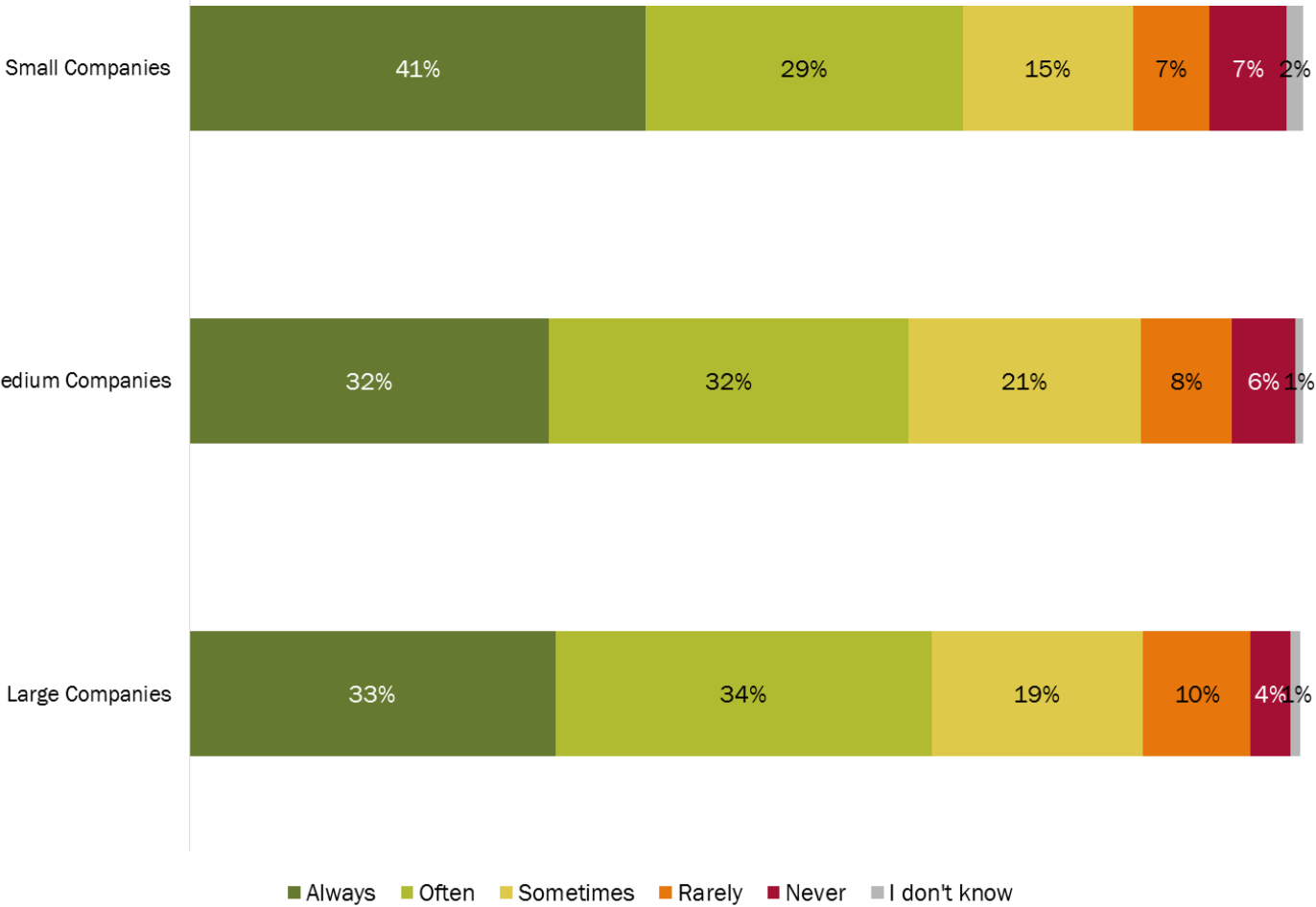
Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

Actions

On-the-job Support: Benefits

C10. How often does your company:

QC10R2. Provide stability in scheduling (e.g., consistent start time for shifts, consistent hours week-to-week, and advance notice of working days)



N = 1,150

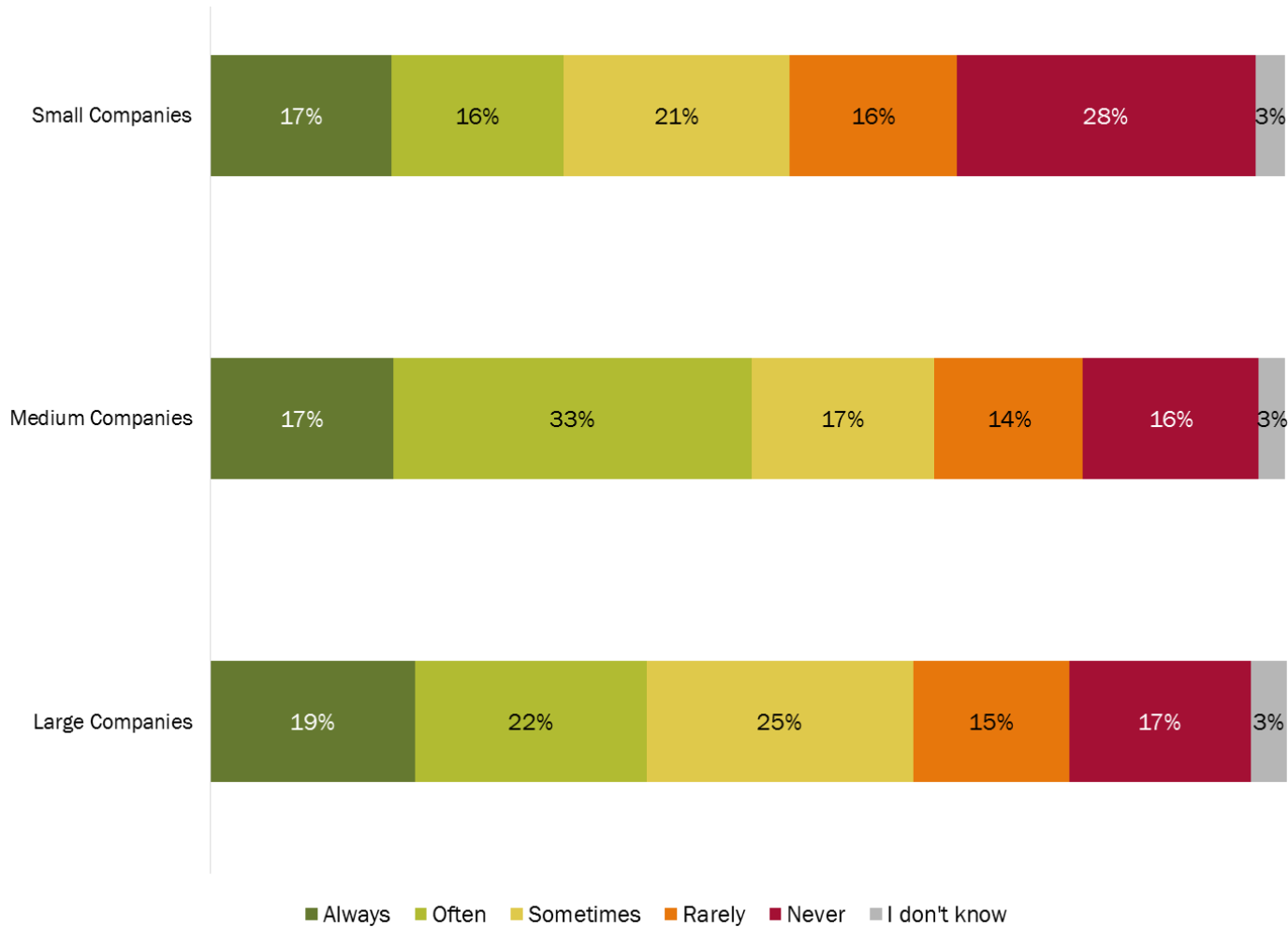
Actions

On-the-job Support: Benefits

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C10. How often does your company:

QC10R3. Provide caregiving assistance (e.g., time off for appointments, Employee Assistance Program or care concierge access) to low-wage employees for looking after family



N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

Actions

On-the-job Support: Benefits

C10. How often does your company:

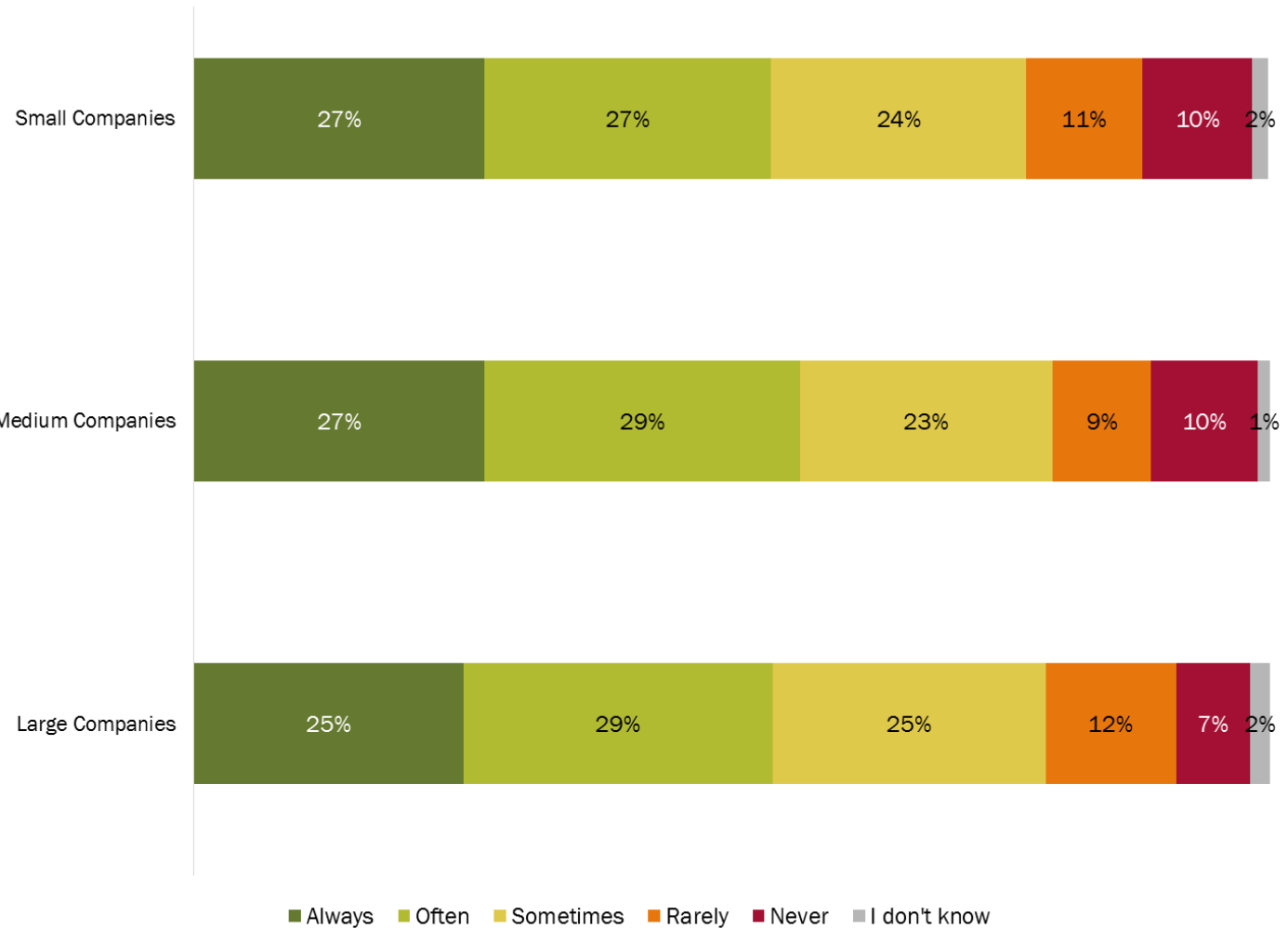
QC10R4. Provide a flexible sick time policy for personal sick time (e.g., low-wage employees allowed to take advances on sick leave that would be accrued in later months)



N = 1,150

C10. How often does your company:

QC10R5. Provide a flexible sick time policy for caring for a sick family member (e.g., low-wage employees permitted to stay home to take care of sick family member)



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

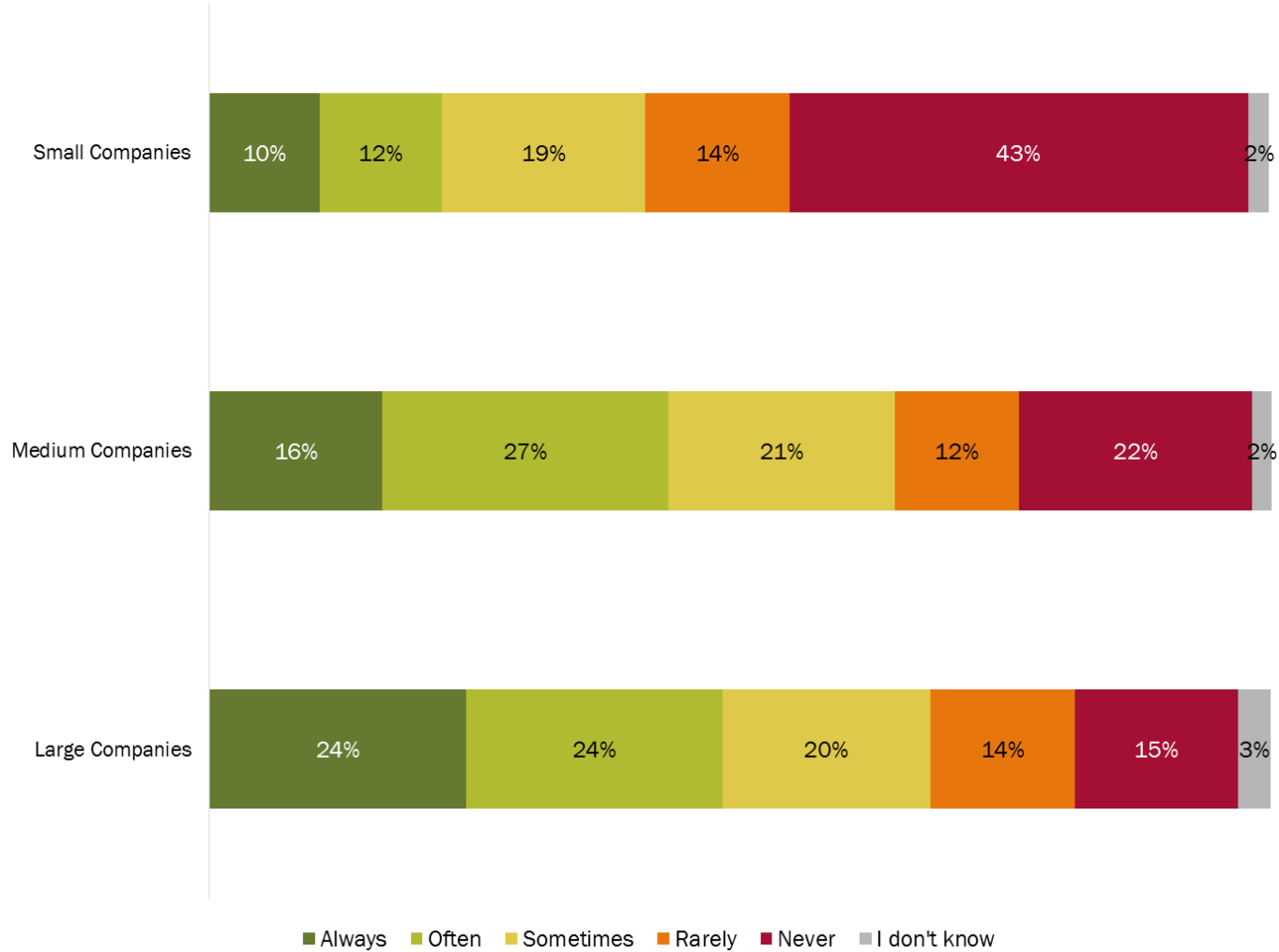
C10. How often does your company:

QC10R6. Provide transportation assistance



C10. How often does your company:

QC10R7. Provide tuition benefits



Actions

On-the-job Support: Benefits

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C10. How often does your company:

QC10R8. Provide employee stock options program or other employee ownership structure



N = 1,150

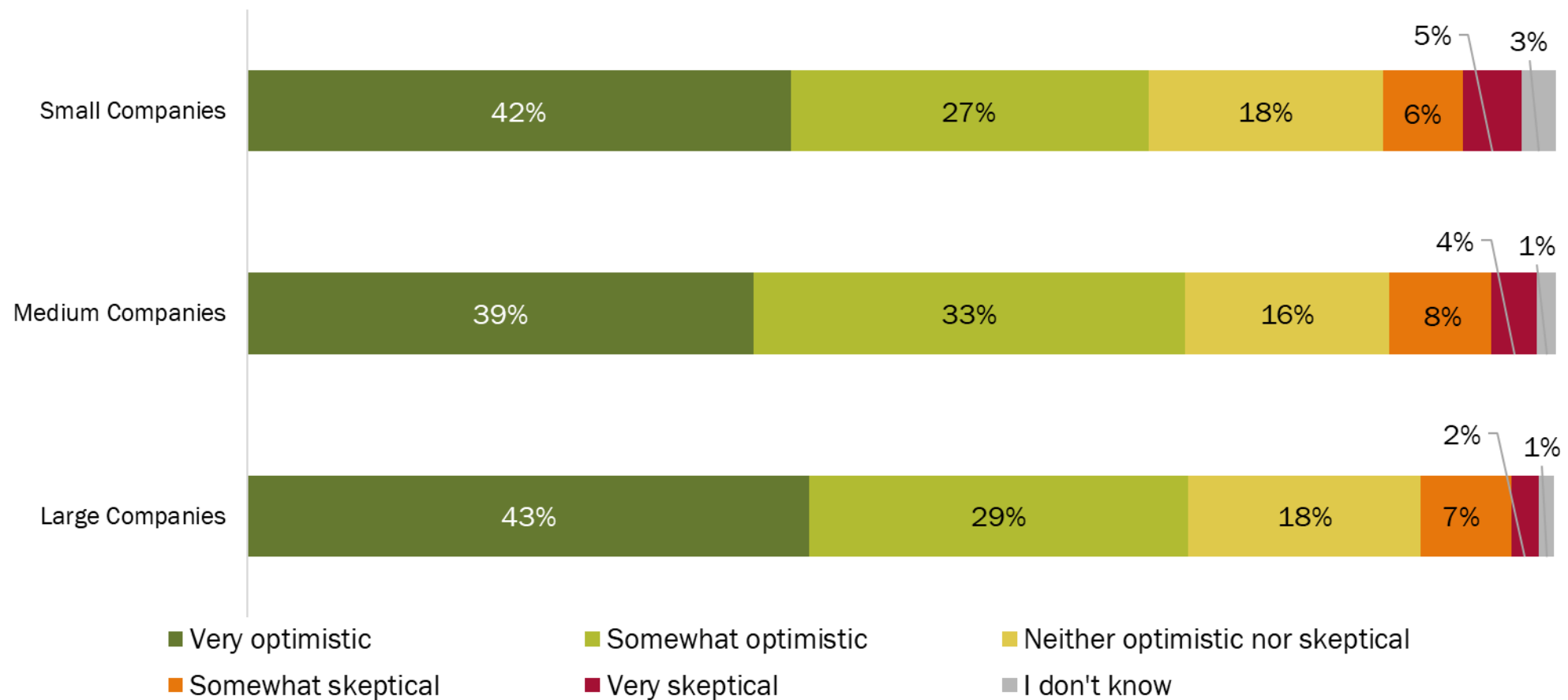
Actions

On-the-job Support: Benefits

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C11. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC11R1. Provide adequate notice of upcoming shifts

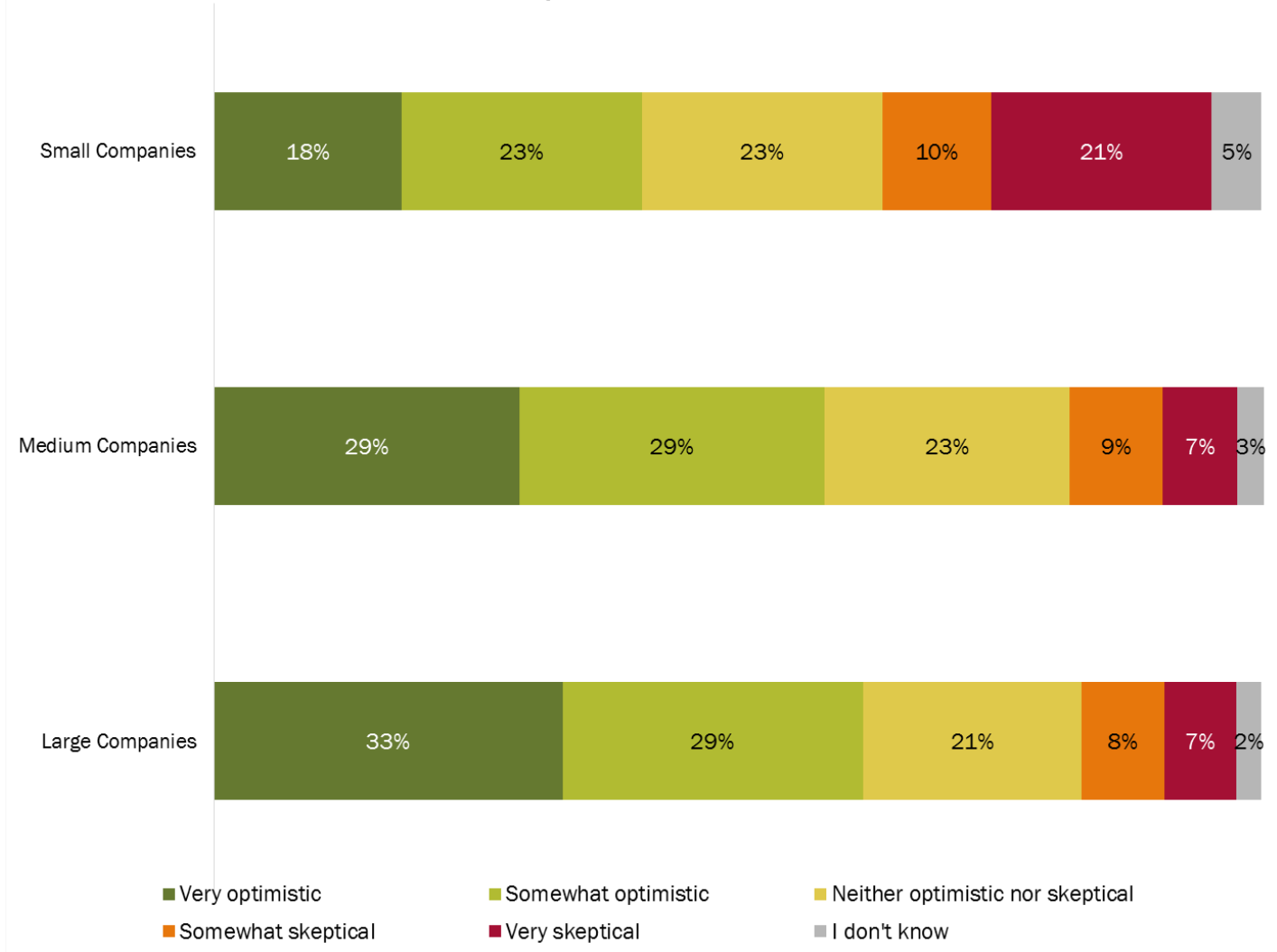


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C11. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

3QC11R7. Provide tuition benefits



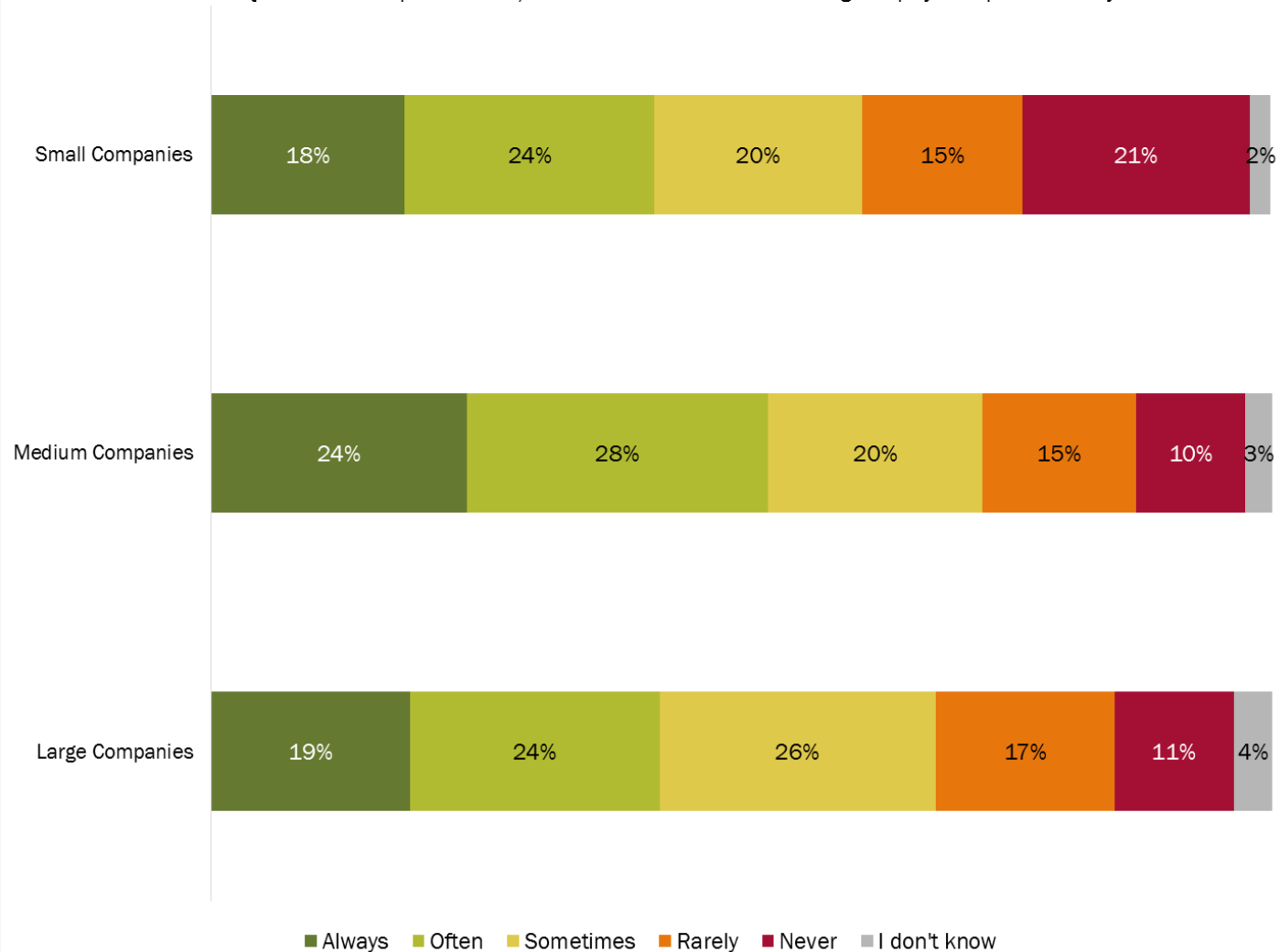
Actions

On-the-job Support: Mentor and Supervisor Support

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C12. How often does your company:

QC12R2. Hold supervisors and/or mentors accountable for low-wage employees' upward mobility



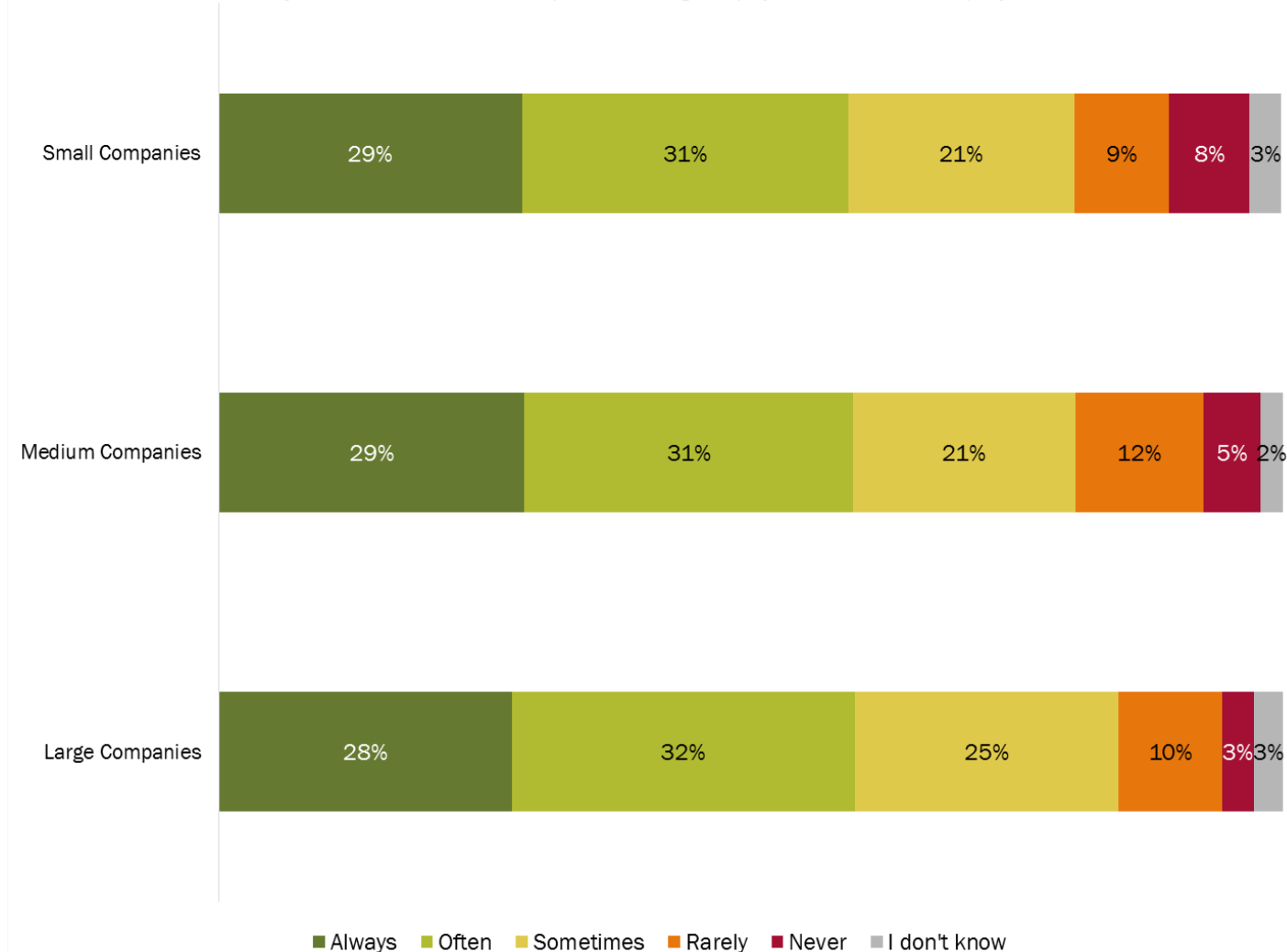
Actions

On-the-job Support: Mentor and Supervisor Support

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C13. How often do supervisors and/or mentors at your company:

QC13R1. Communicate the impact of low-wage employees' work on the company's success



N = 1,150

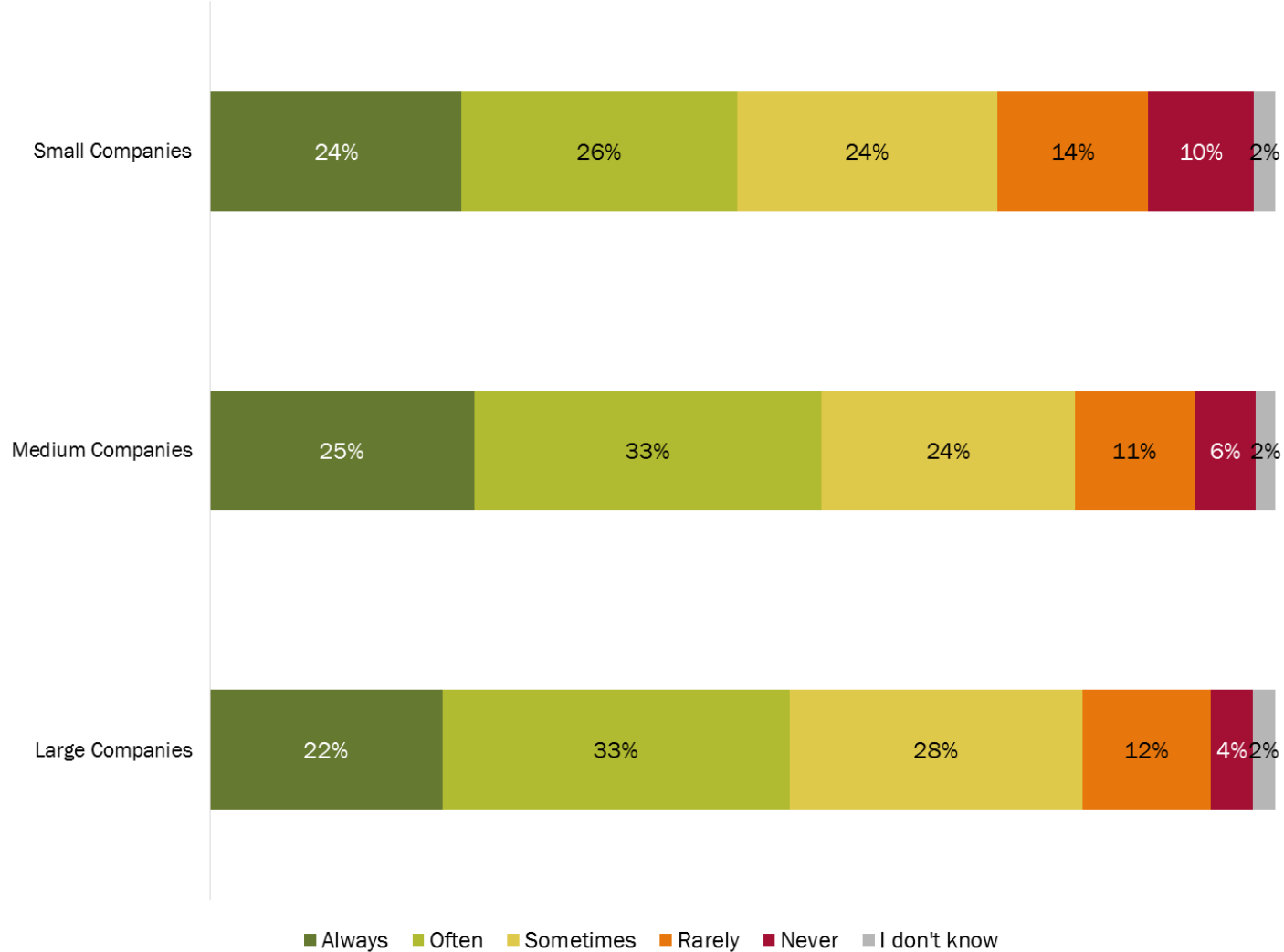
Actions

On-the-job Support: Mentor and Supervisor Support

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C13. How often do supervisors and/or mentors at your company:

QC13R3. Coach low-wage employees to on how to move up



N = 1,150

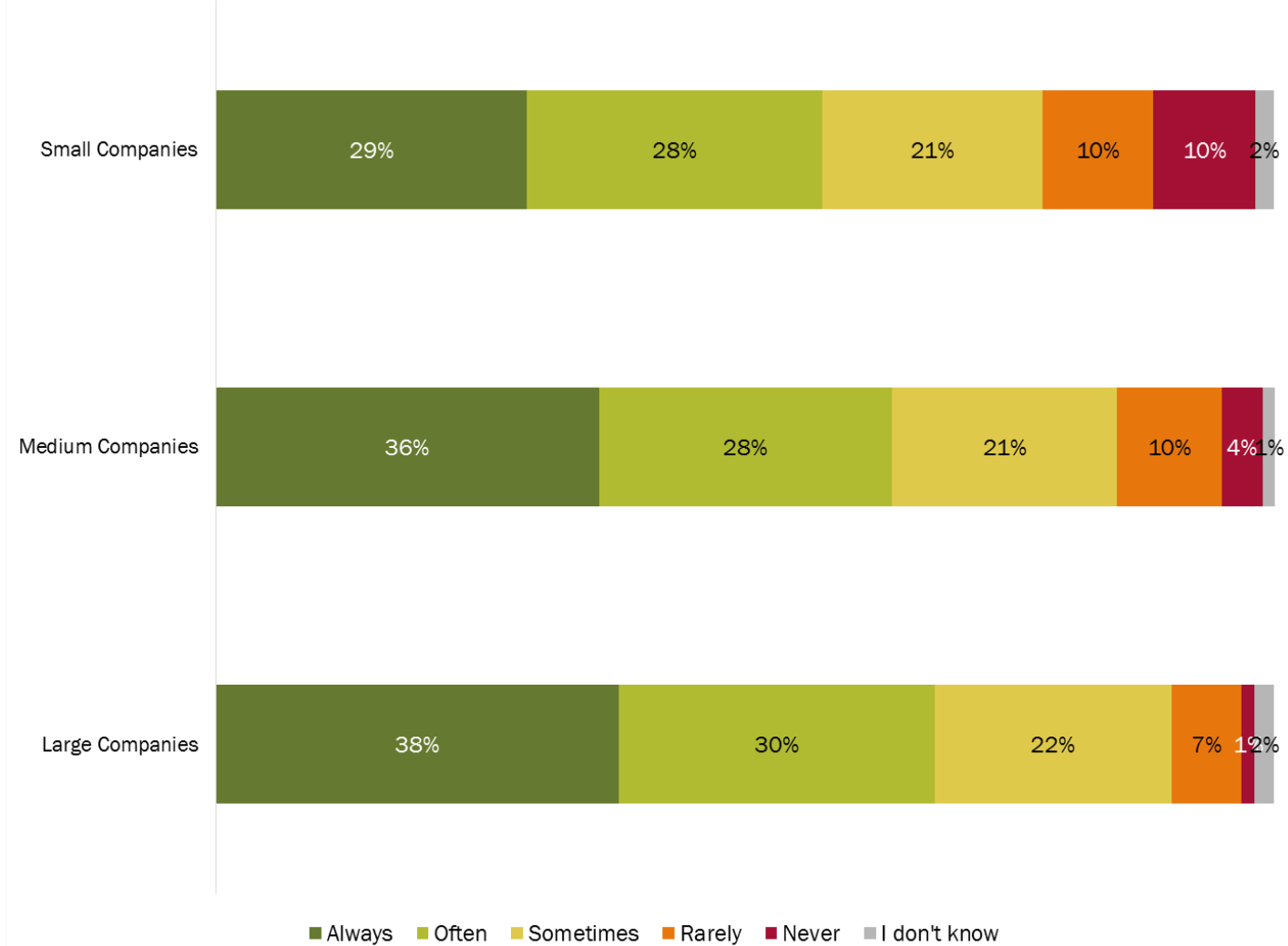
Actions

On-the-job Support: Mentor and Supervisor Support

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C13. How often do supervisors and/or mentors at your company:

QC13R4. Hold performance review conversations with low-wage employees at regular intervals



N = 1,150

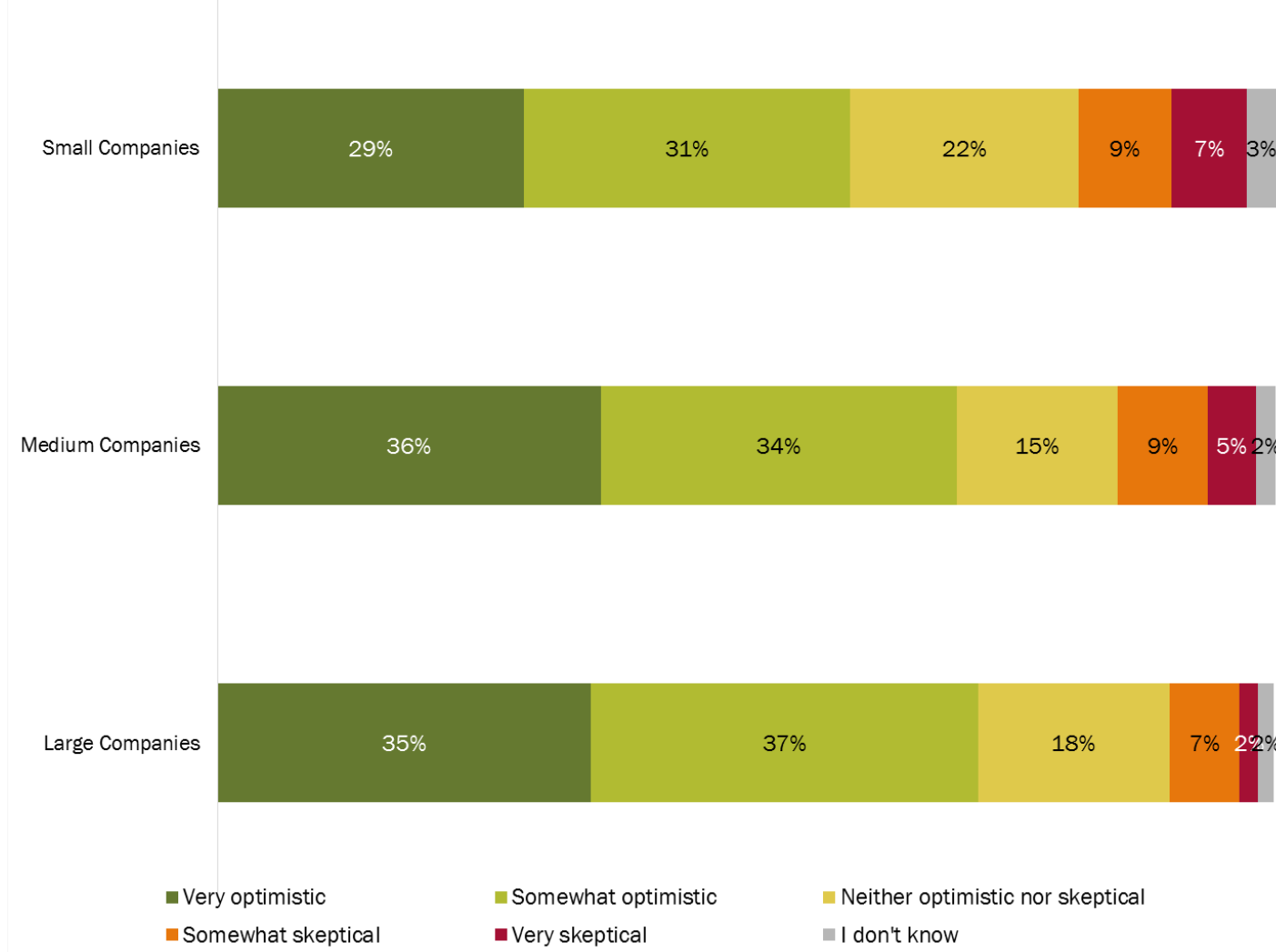
Actions

On-the-job Support: Mentor and Supervisor Support

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C14. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

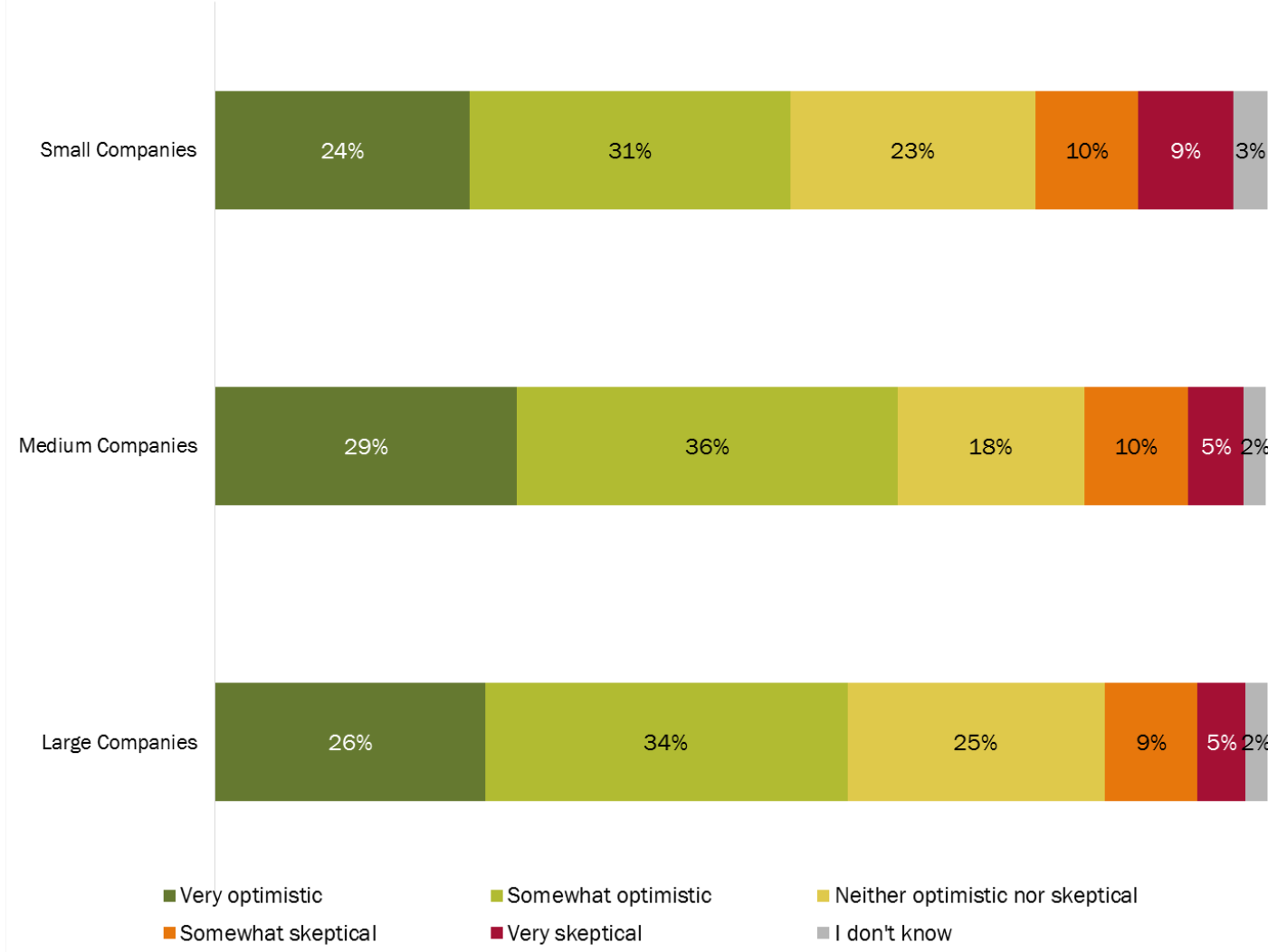
QC14R1. Provide a mentorship program for low-wage employees



N = 1,150

C14. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC14R2. Hold supervisors and/or mentors accountable for low-wage employees' upward mobility



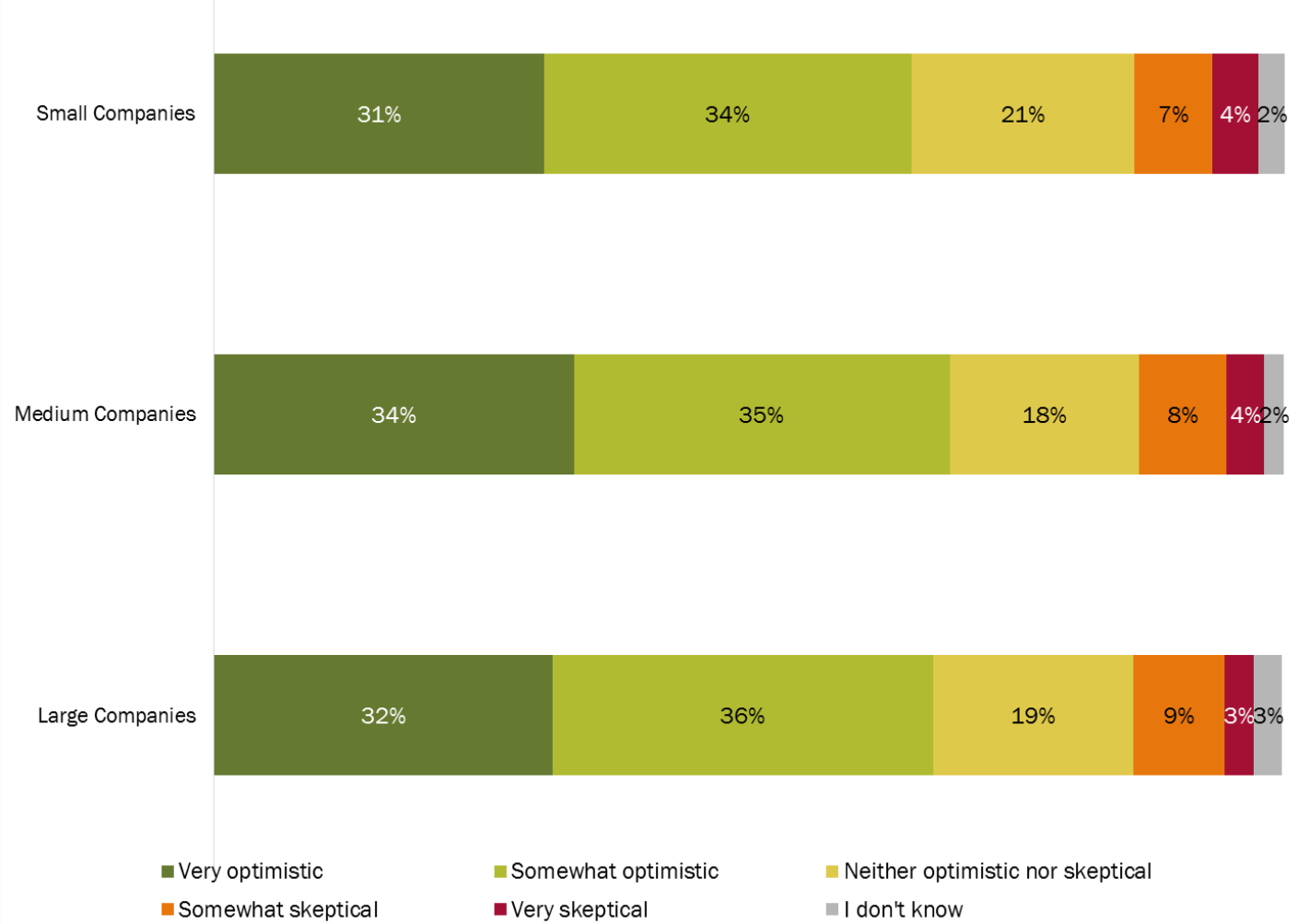
Actions

On-the-job Support: Mentor and Supervisor Support

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C14. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC14R3. Empower supervisors or mentors to make judgment calls to help low-wage employees balance life demands outside of work (e.g., giving the afternoon off for a care appointment)



N = 1,150

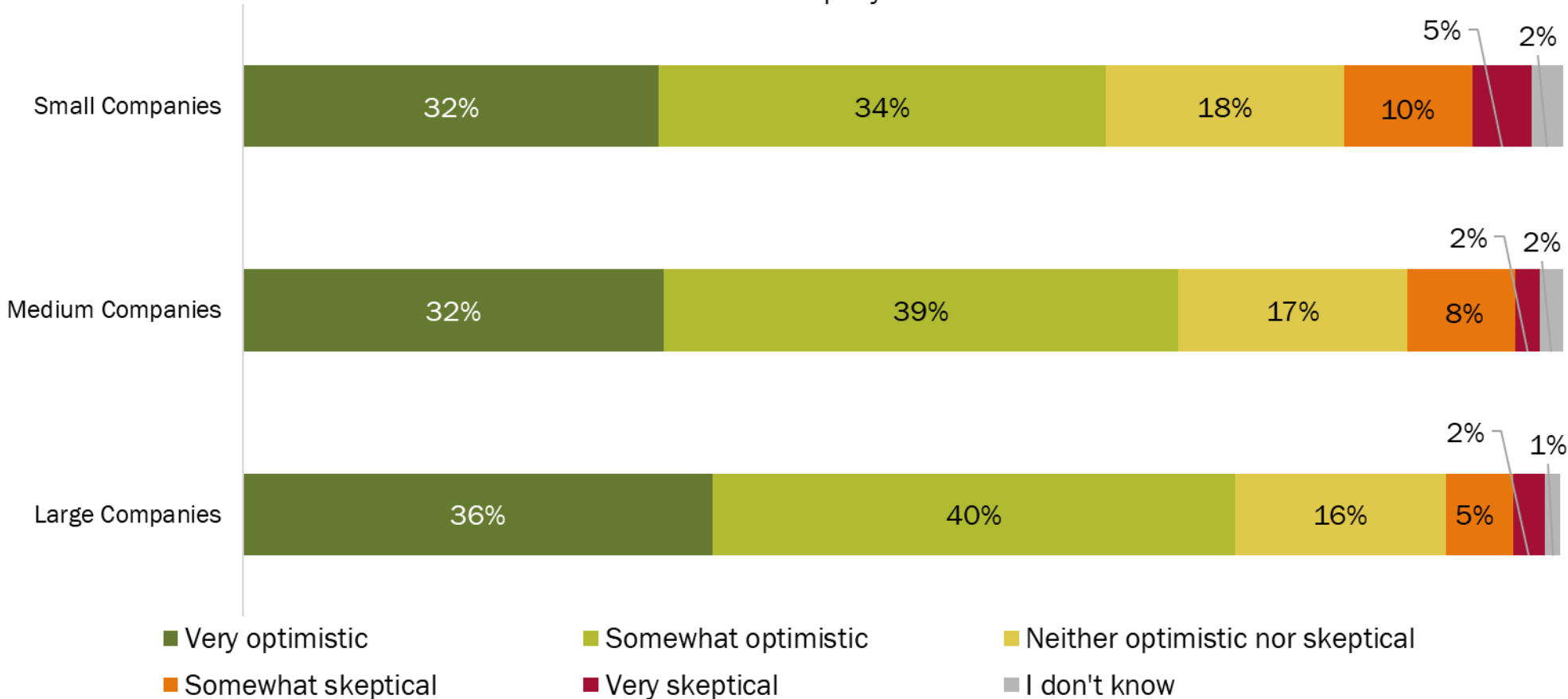
Actions

On-the-job Support: Mentor and Supervisor Support

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C14. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC14R4. Supervisors and/or mentors communicate the impact of low-wage employees' work on the company's success



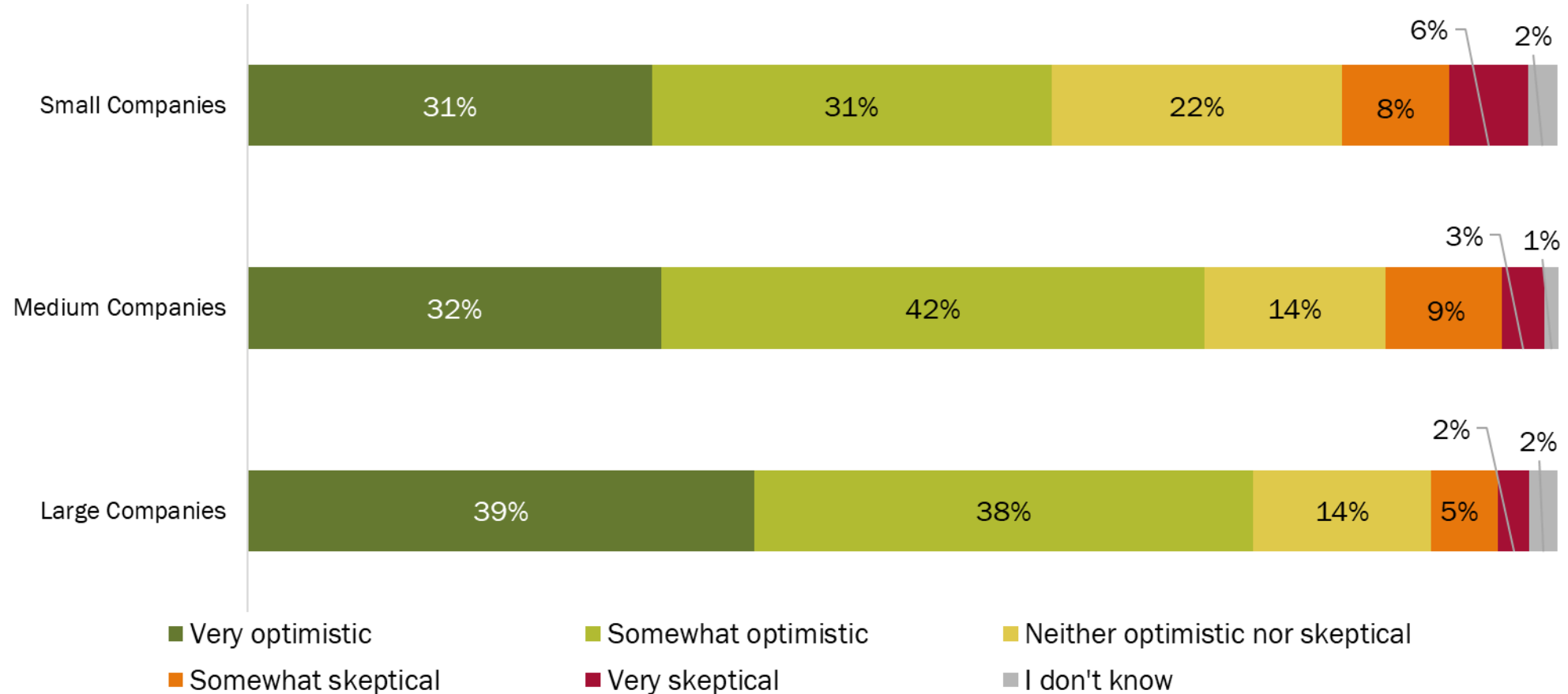
Actions

On-the-job Support: Mentor and Supervisor Support

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C14. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC14R5. Supervisors and/or mentors communicate benefits and how low-wage employees can access them



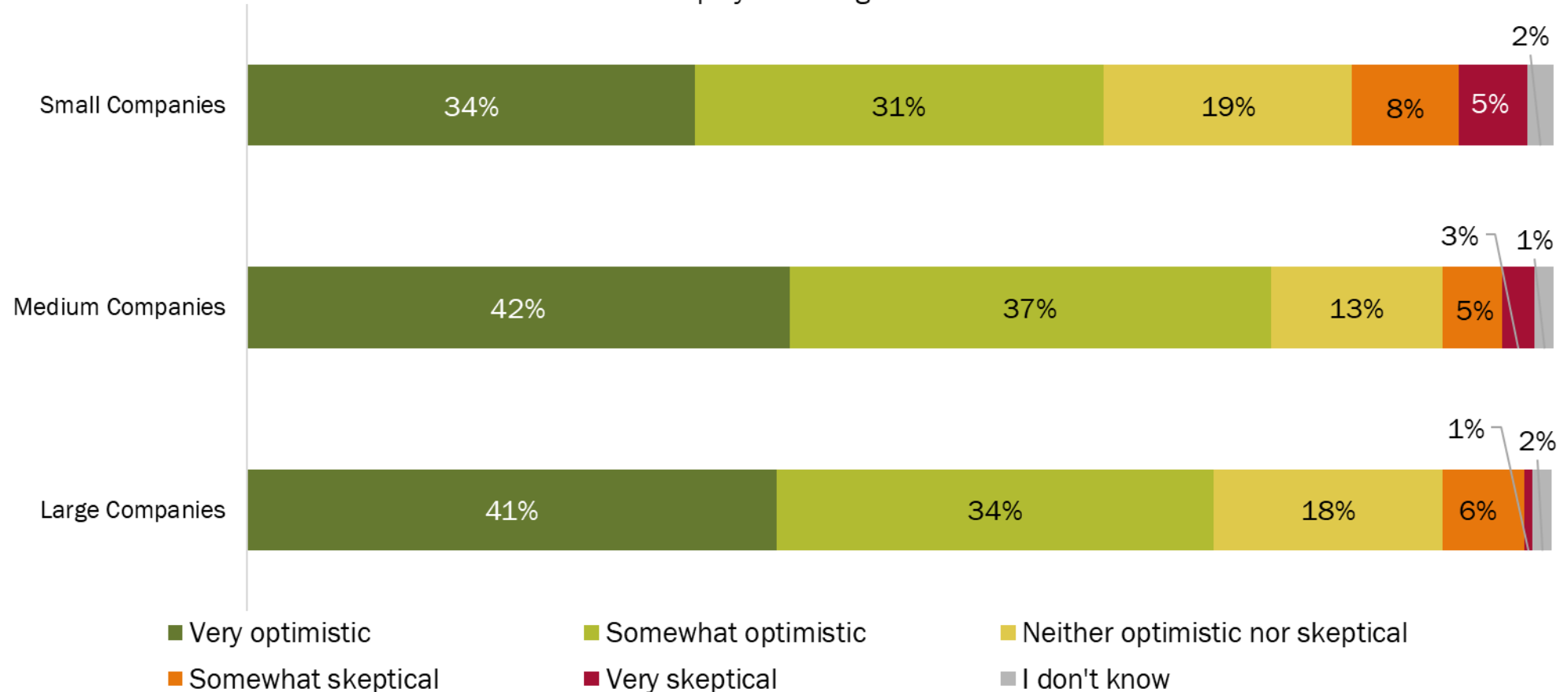
Actions

On-the-job Support: Mentor and Supervisor Support

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C14. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC14R7. Supervisors and/or mentors hold performance review conversations with low-wage employees at regular intervals



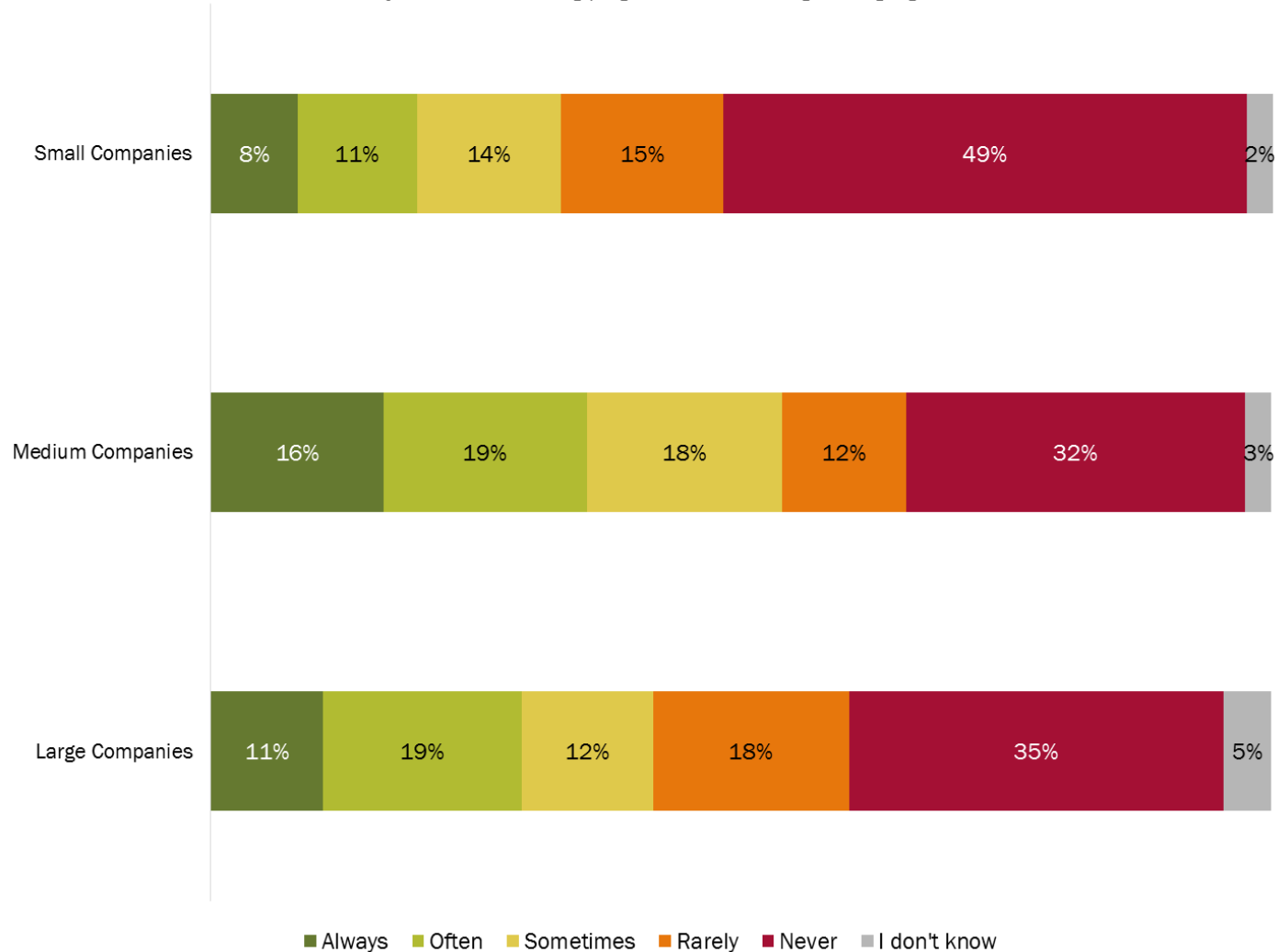
Actions

On-the-job Support: Learning and Development

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C15. How often does your company:

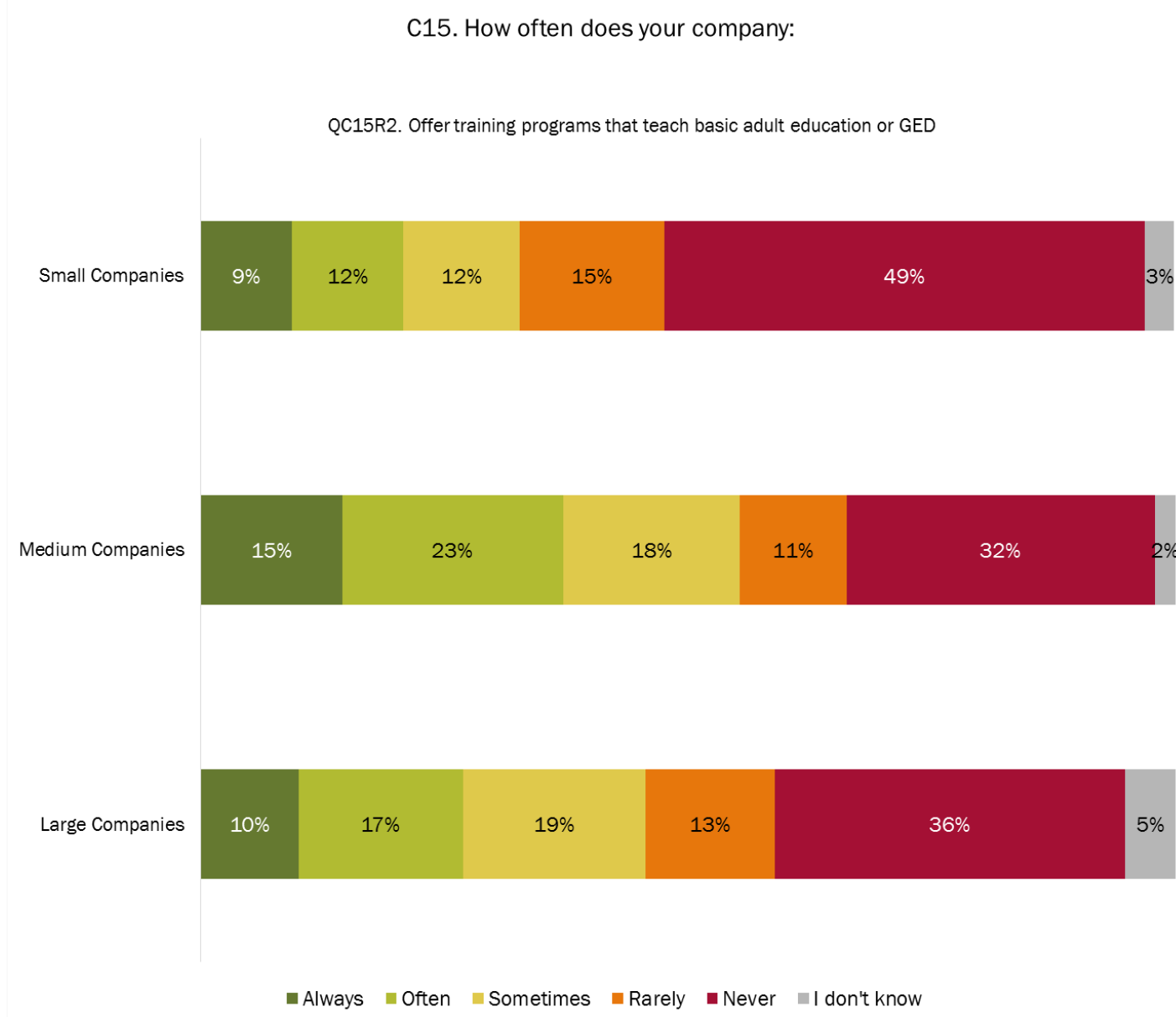
QC15R1. Offer training programs that teach English language skills



Actions

On-the-job Support: Learning and Development

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.



N = 1,150

Actions

On-the-job Support: Learning and Development

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.



N = 1,150

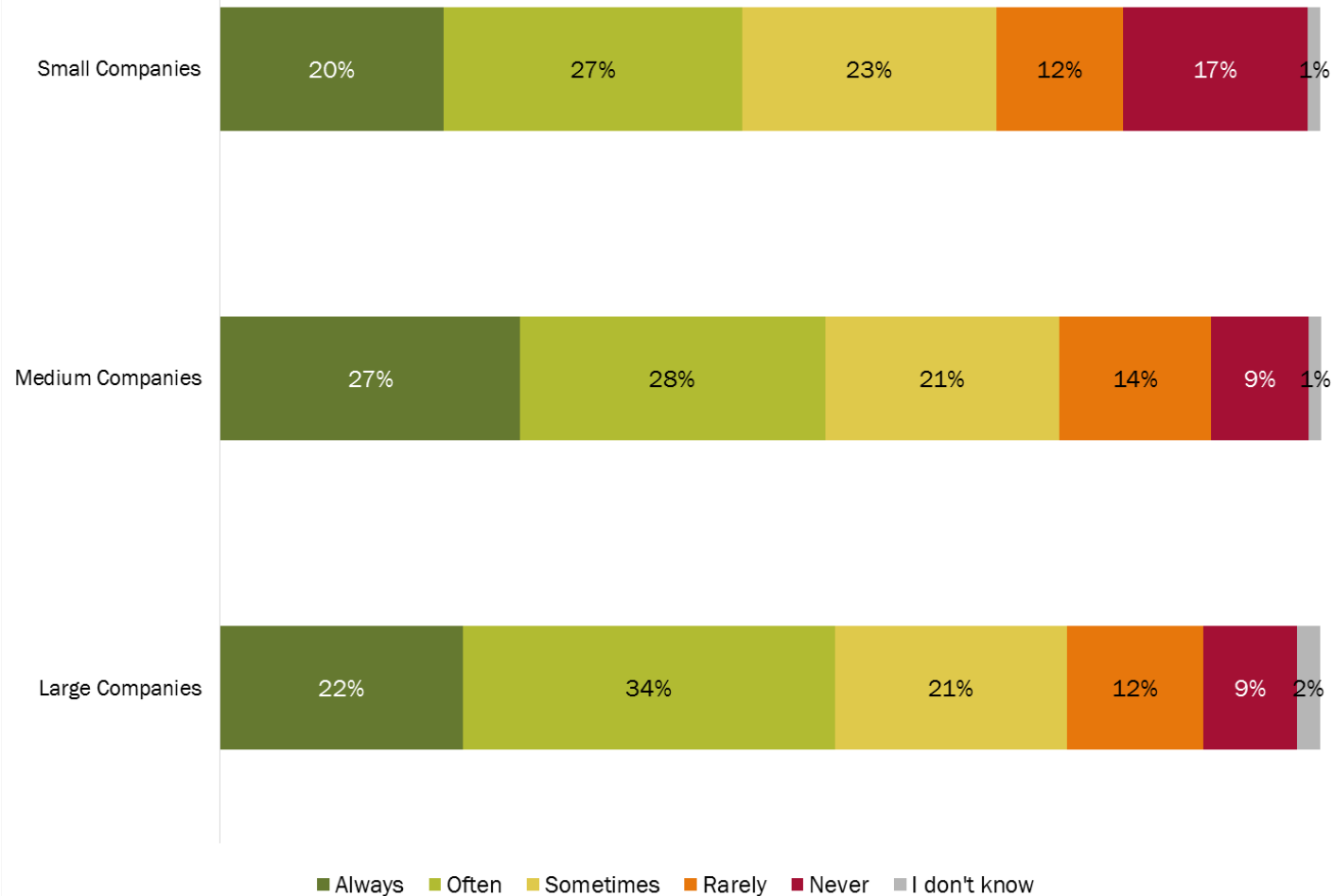
Actions

On-the-job Support: Learning and Development

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C15. How often does your company:

QC15R4. Offer training programs that teach technical skills (e.g., knowledge of certain equipment, systems, or tools) required to move up



N = 1,150

Actions

On-the-job Support: Learning and Development

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C15. How often does your company:

QC15R5. Offer training programs that teach digital literacy



N = 1,150

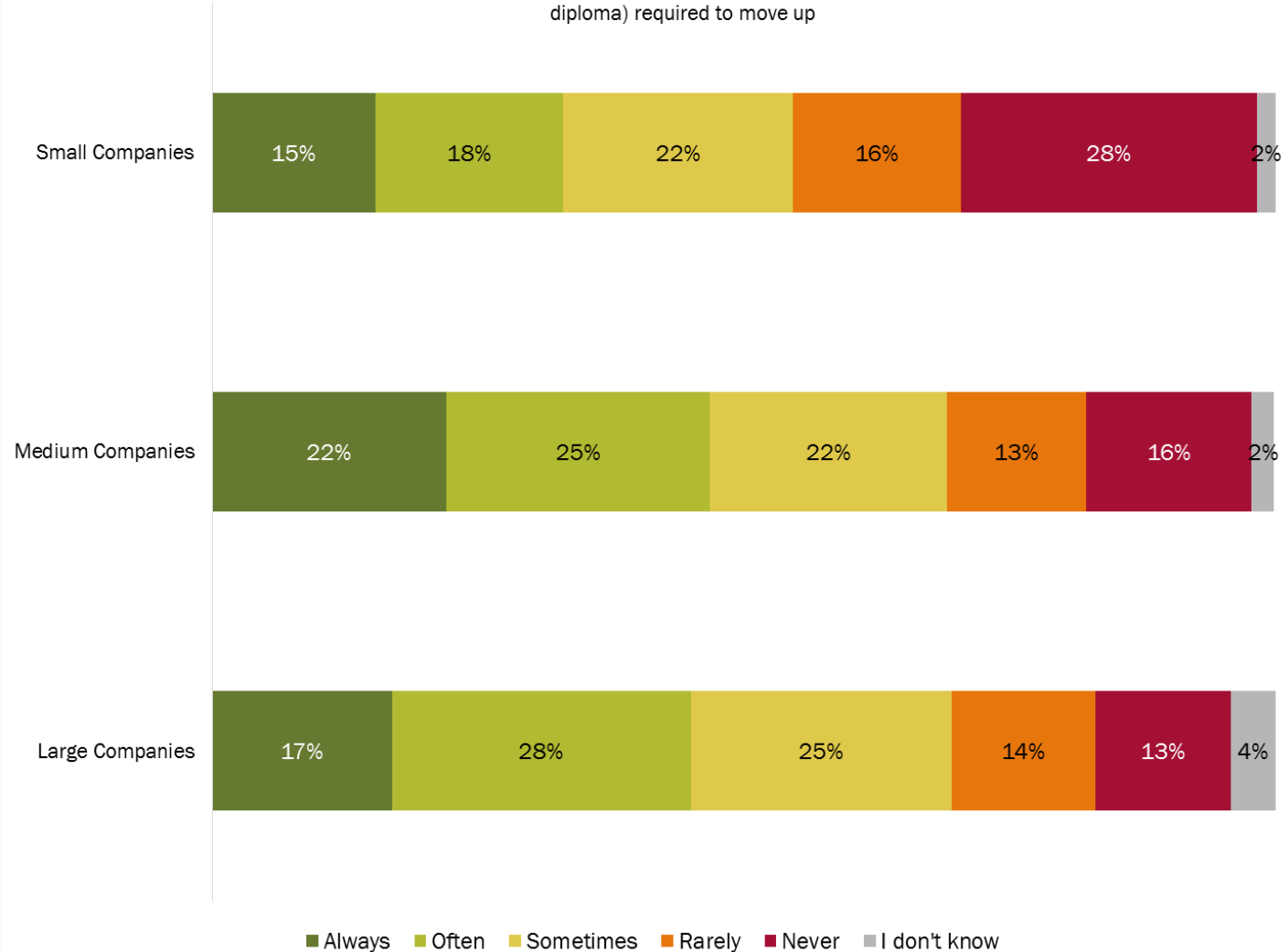
Actions

On-the-job Support: Learning and Development

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C15. How often does your company:

QC15R6. Offer training programs for qualifications or credentials (e.g., a certain certificate or diploma) required to move up

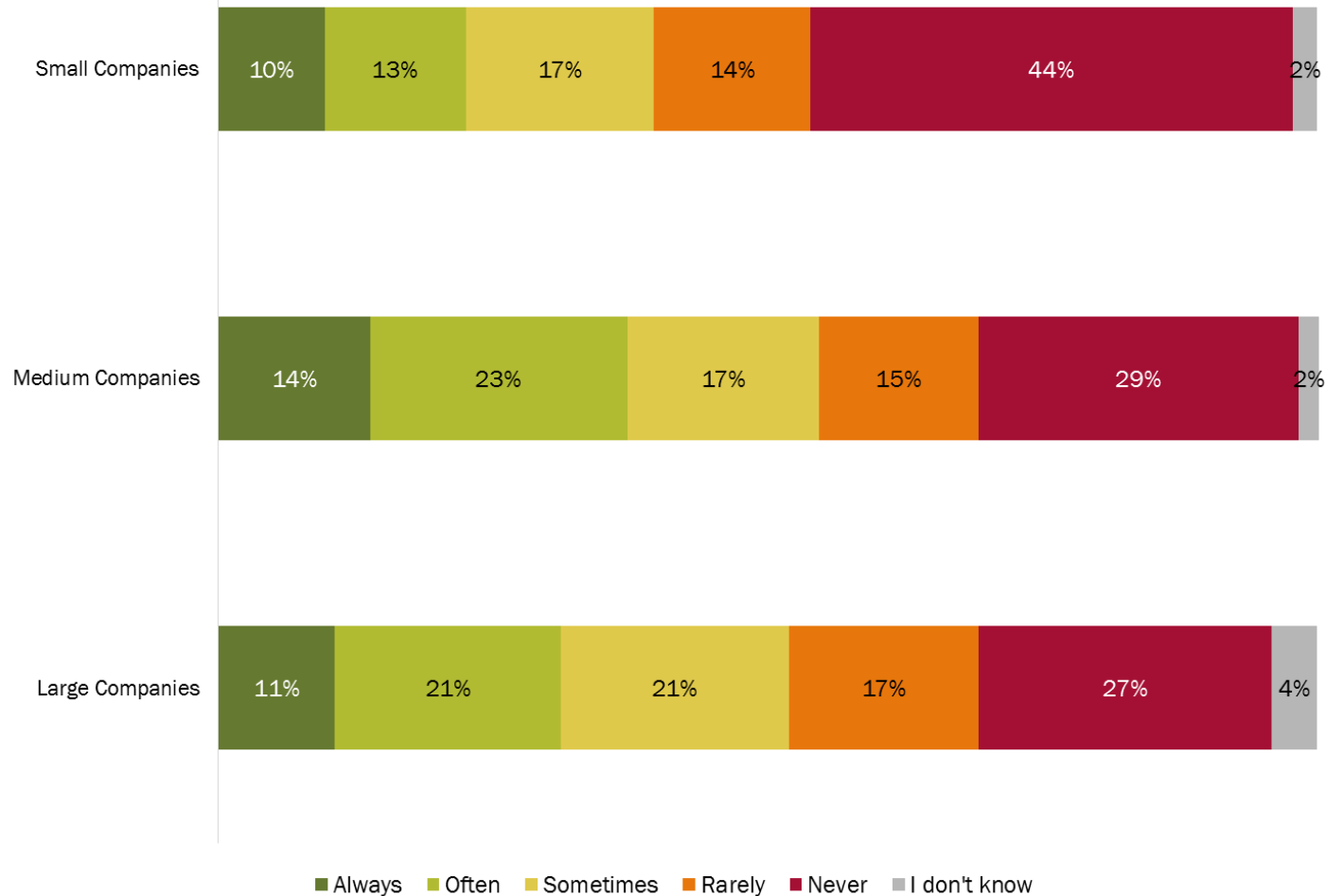


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C15. How often does your company:

QC15R7. Offer training programs that teach financial literacy (e.g., how to save money, how to avoid debt)

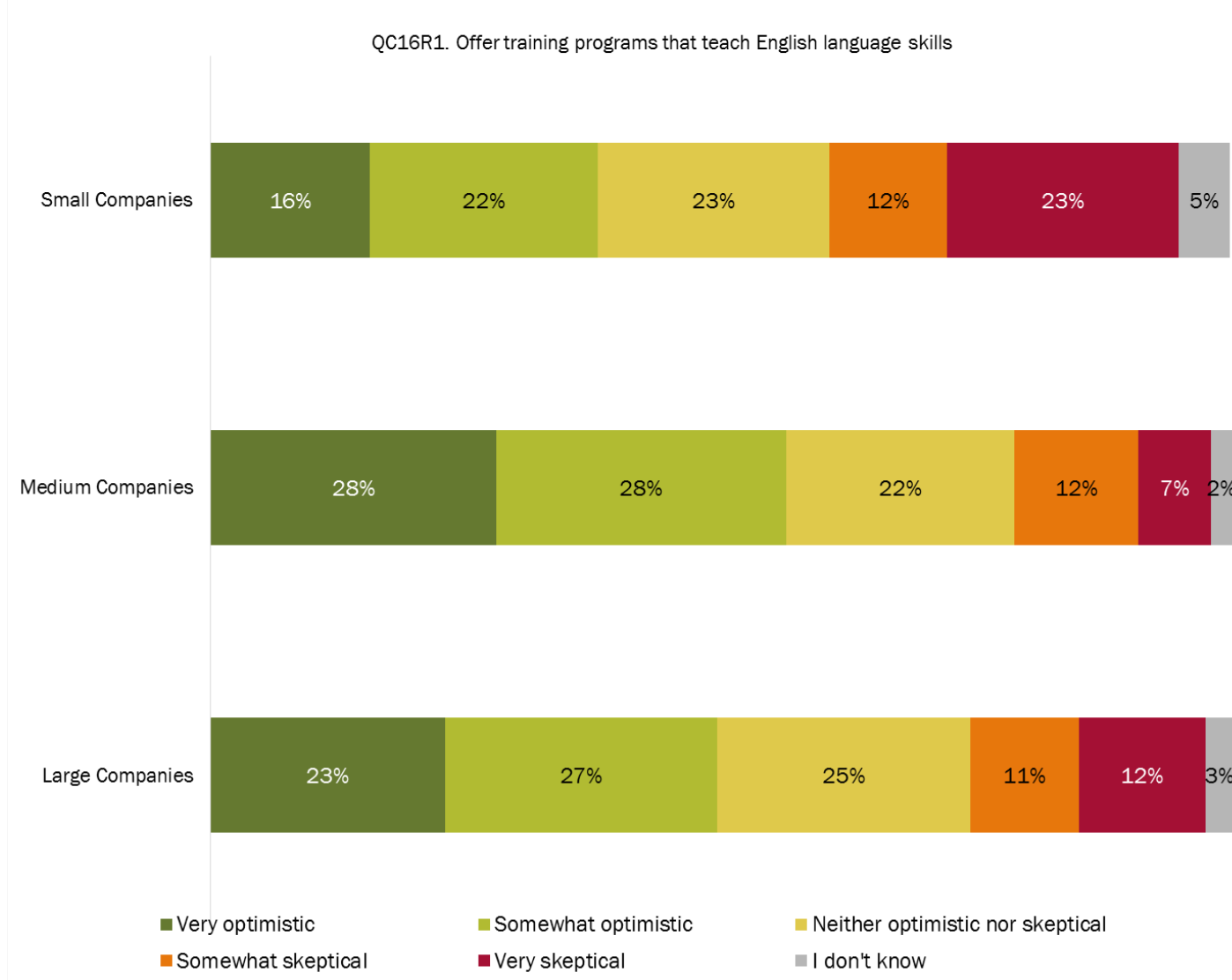


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C16. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

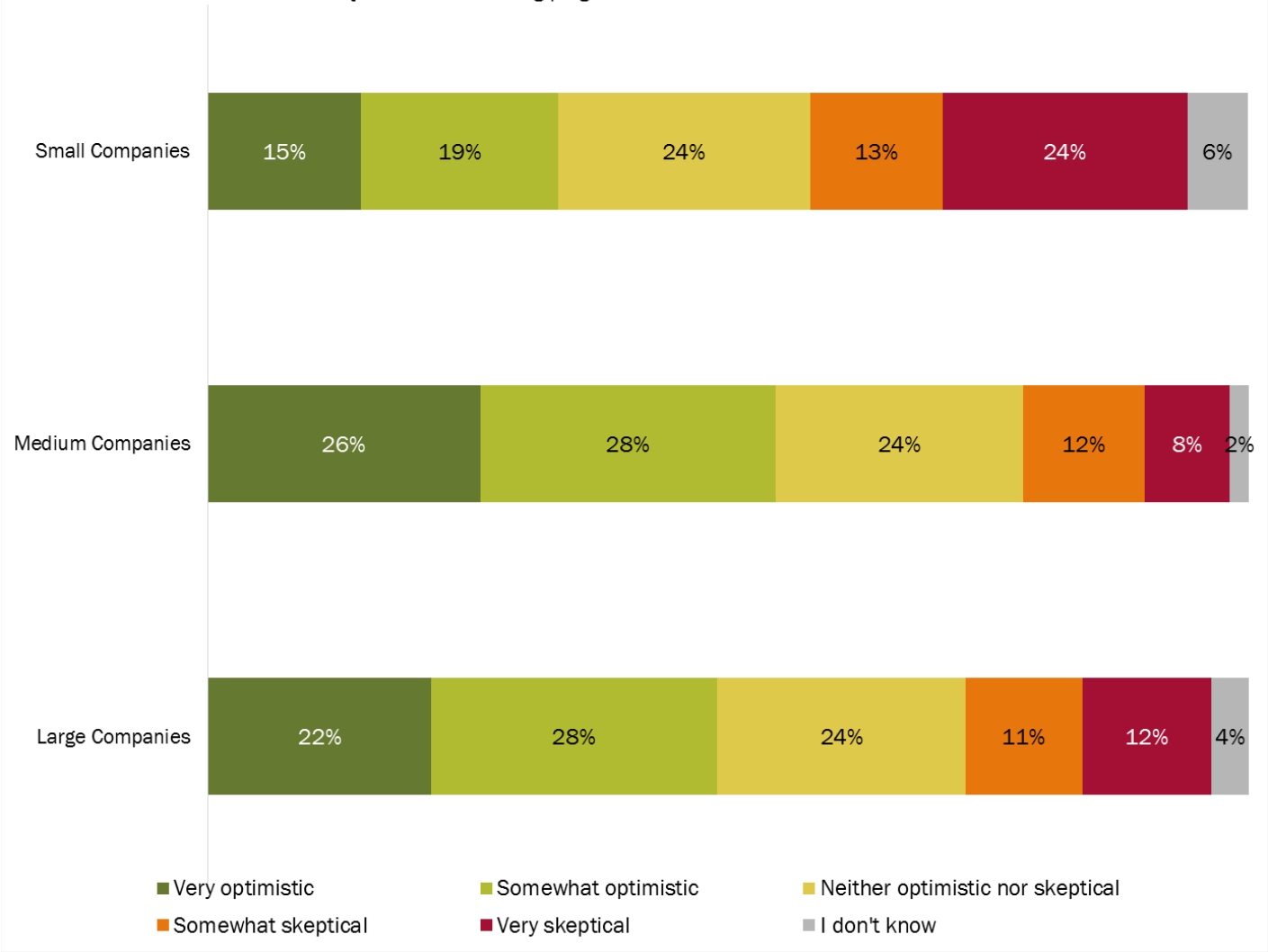
QC16R1. Offer training programs that teach English language skills



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C16. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC16R2. Offer training programs that teach basic adult education or GED

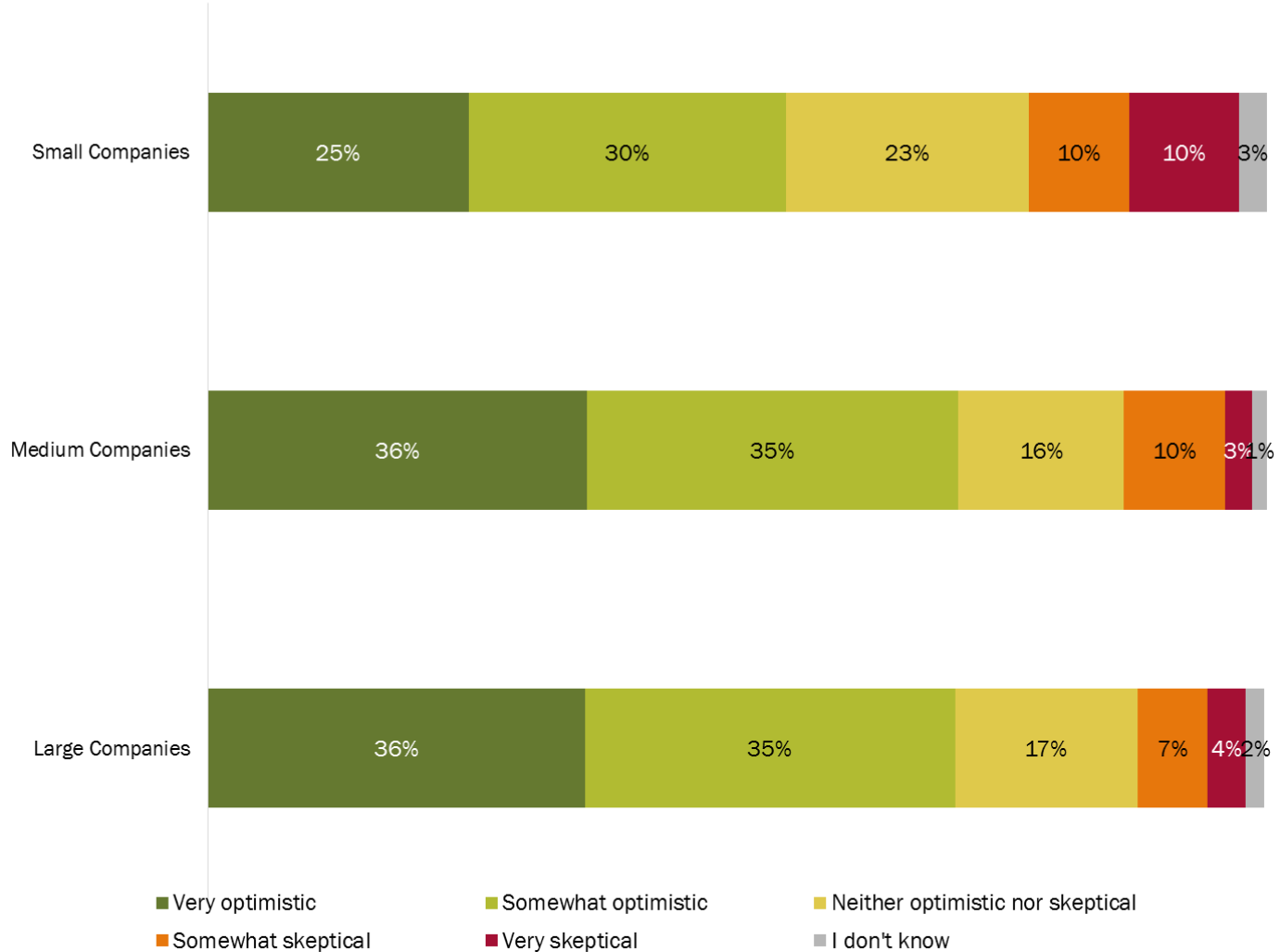


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C16. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC16R3. Offer training programs that teach soft skills required to move up

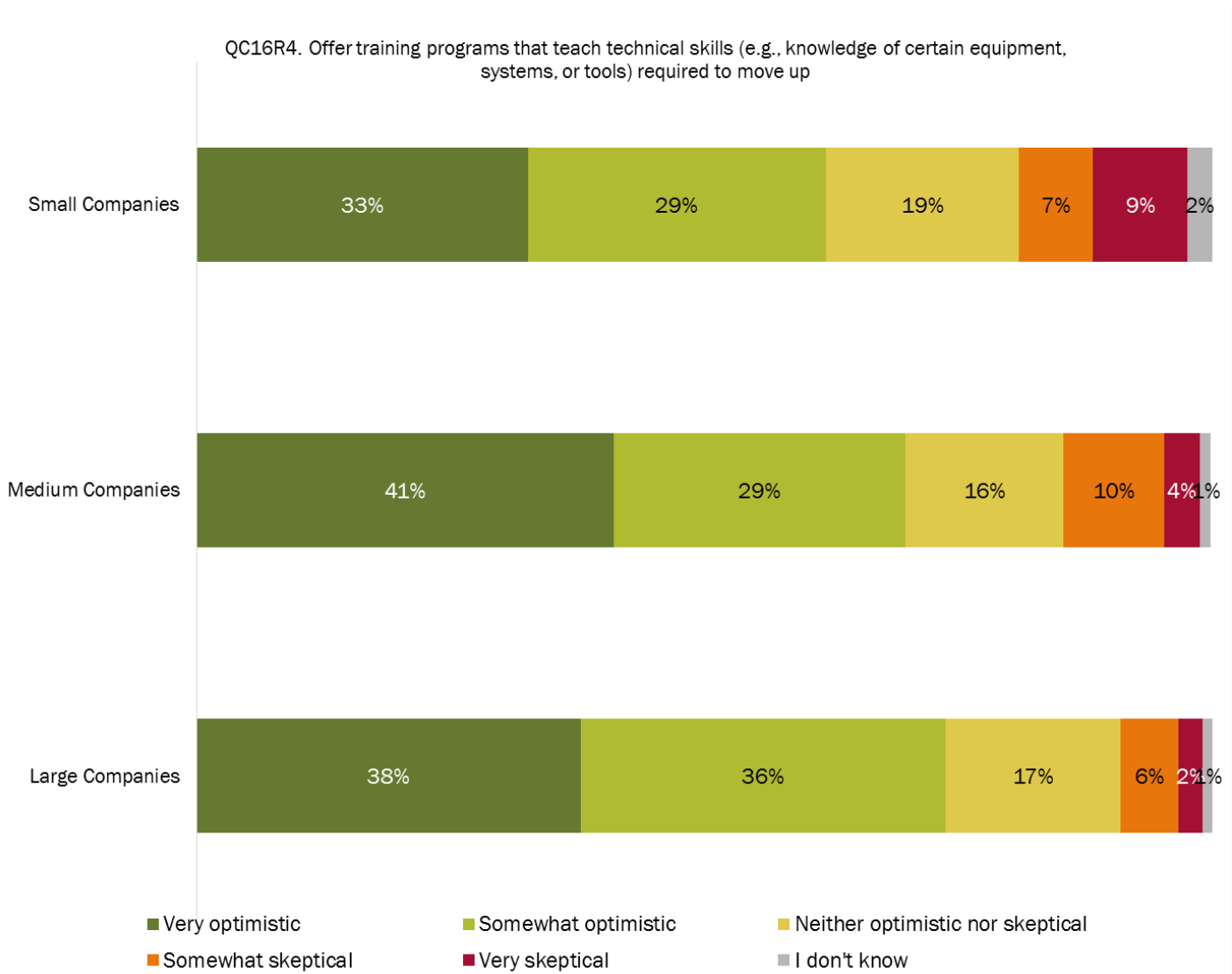


Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

Actions

On-the-job Support: Learning and Development

C16. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

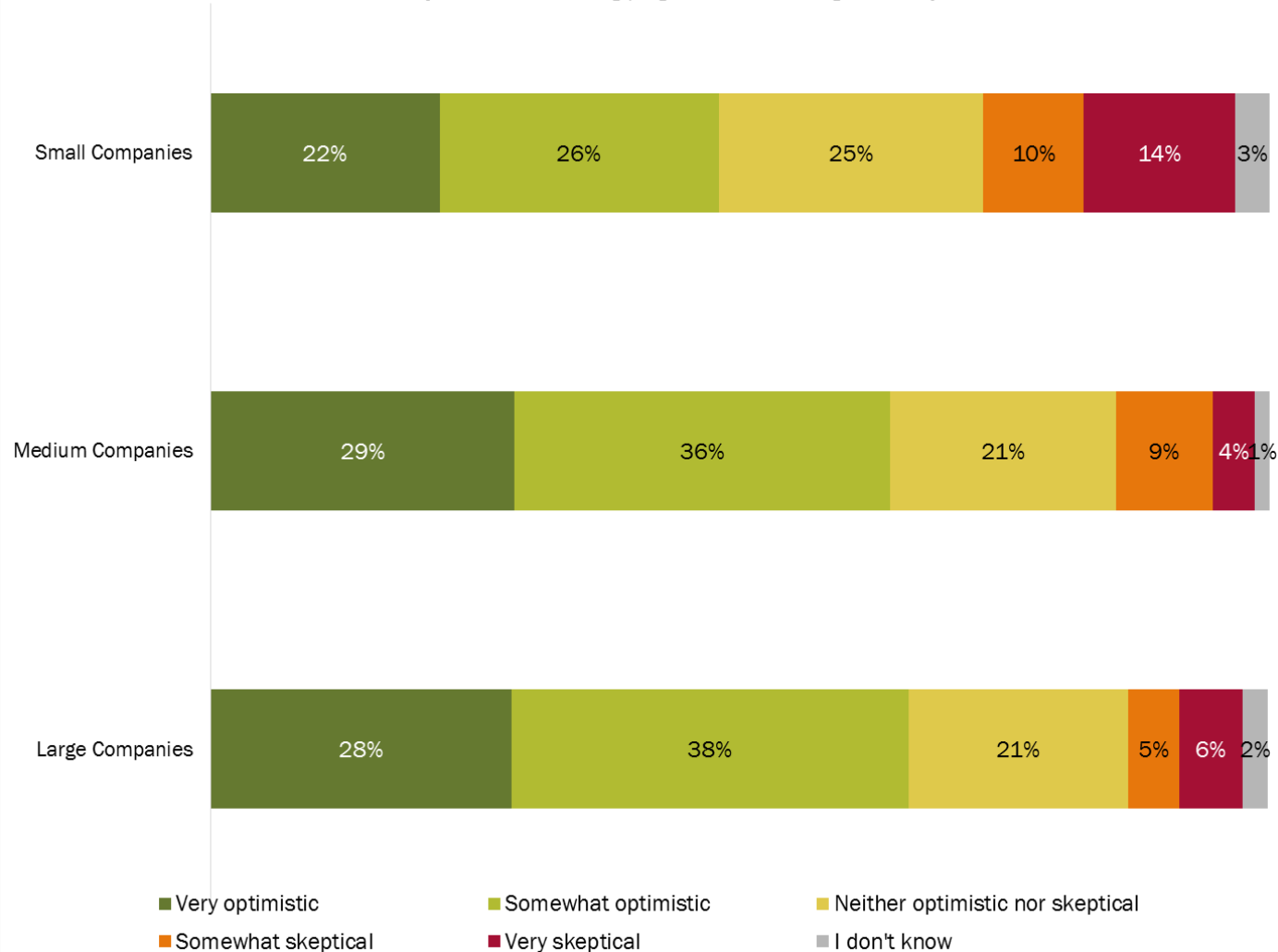


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C16. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

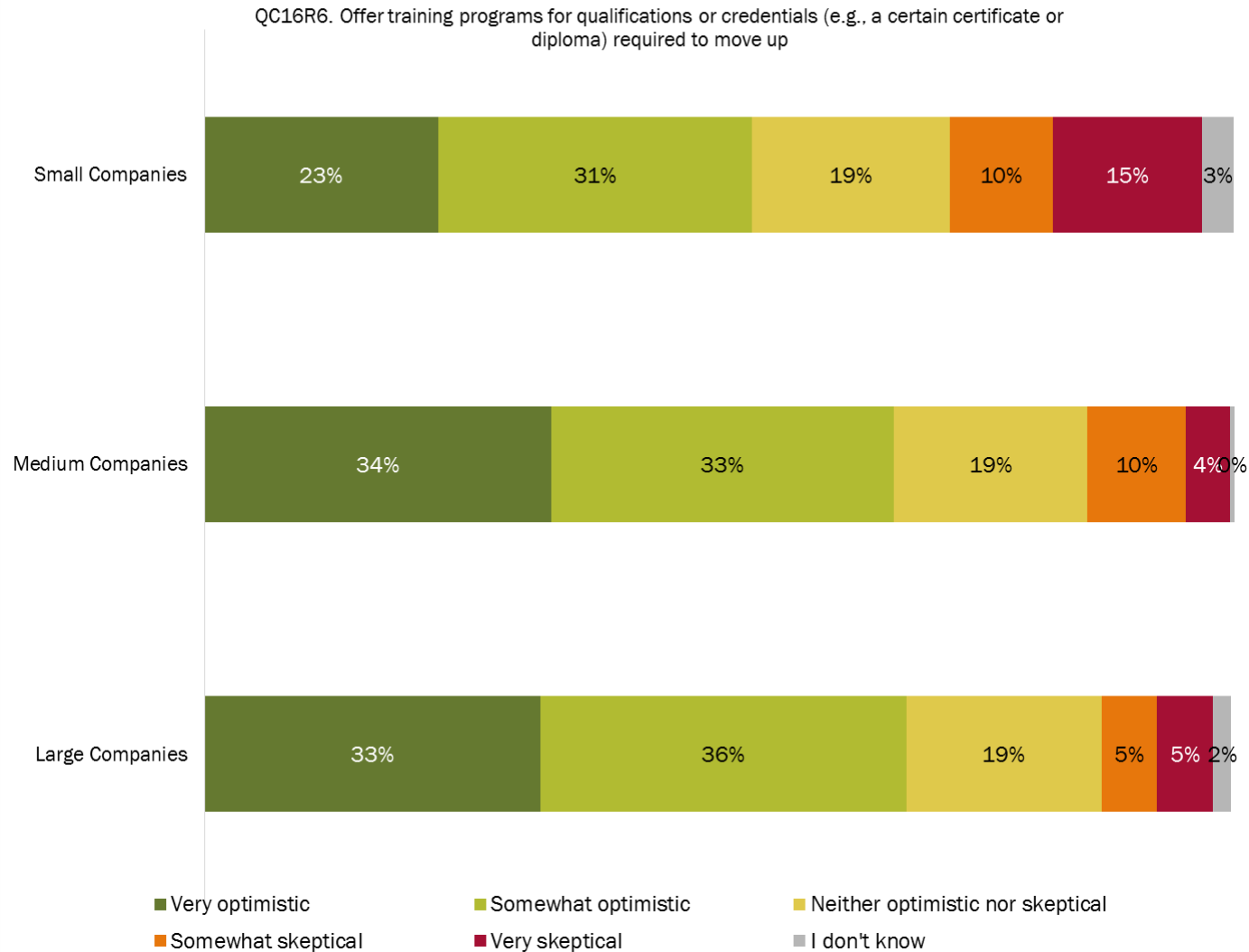
QC16R5. Offer training programs that teach digital literacy



N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

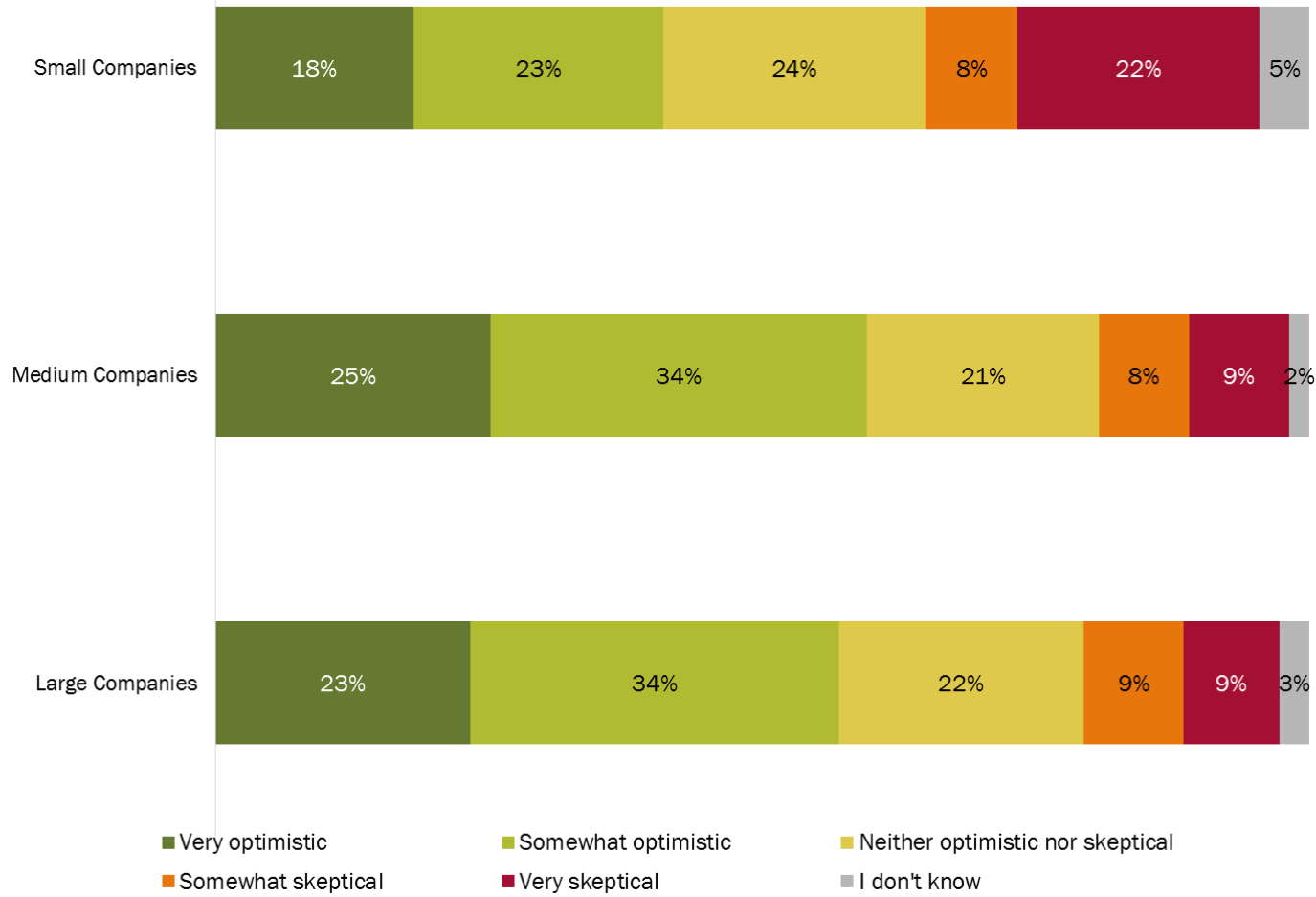
C16. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C16. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

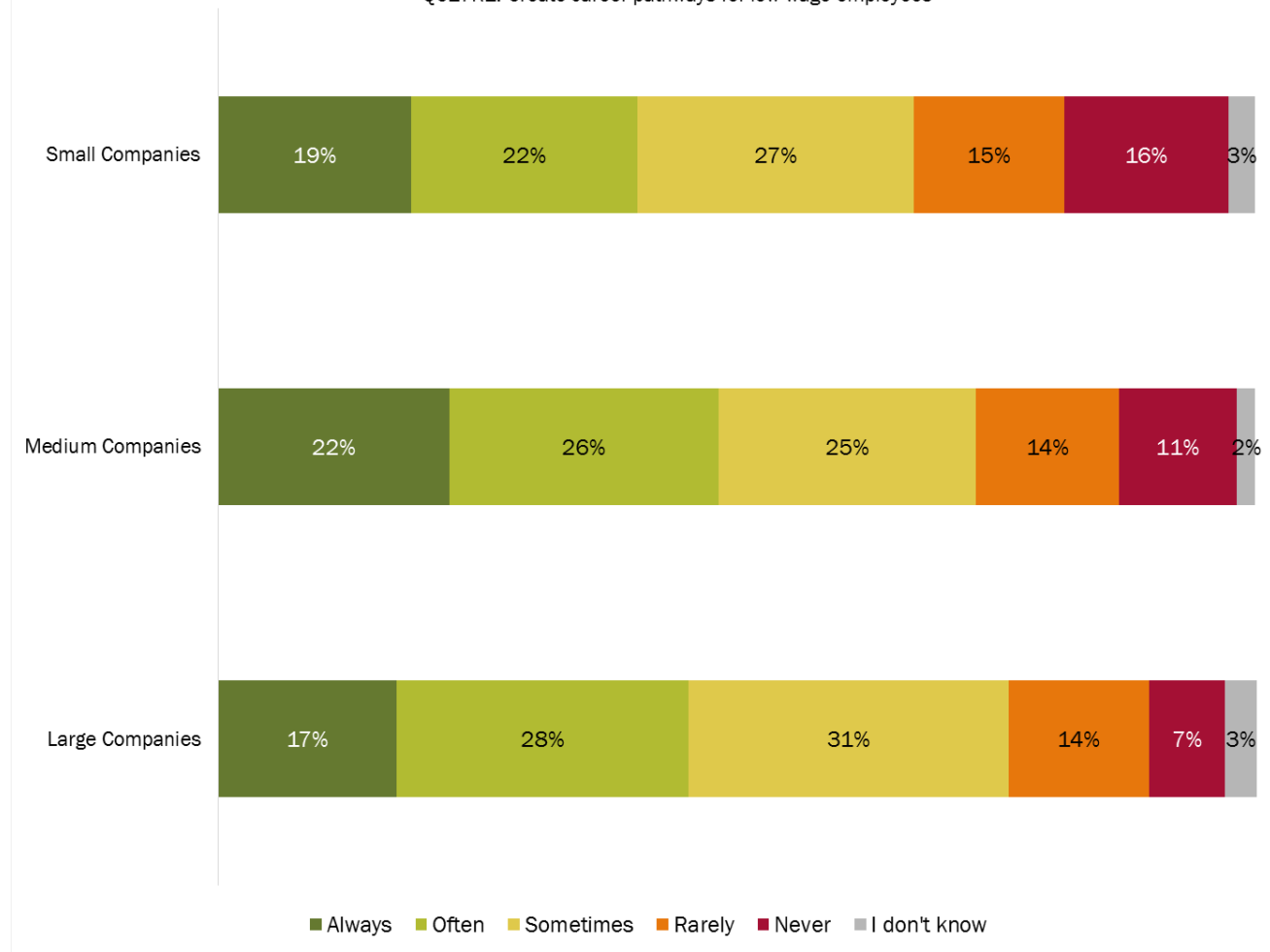
QC16R7. Offer training programs that teach financial literacy (e.g., how to save money, how to avoid debt)



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C17. How often does your company:

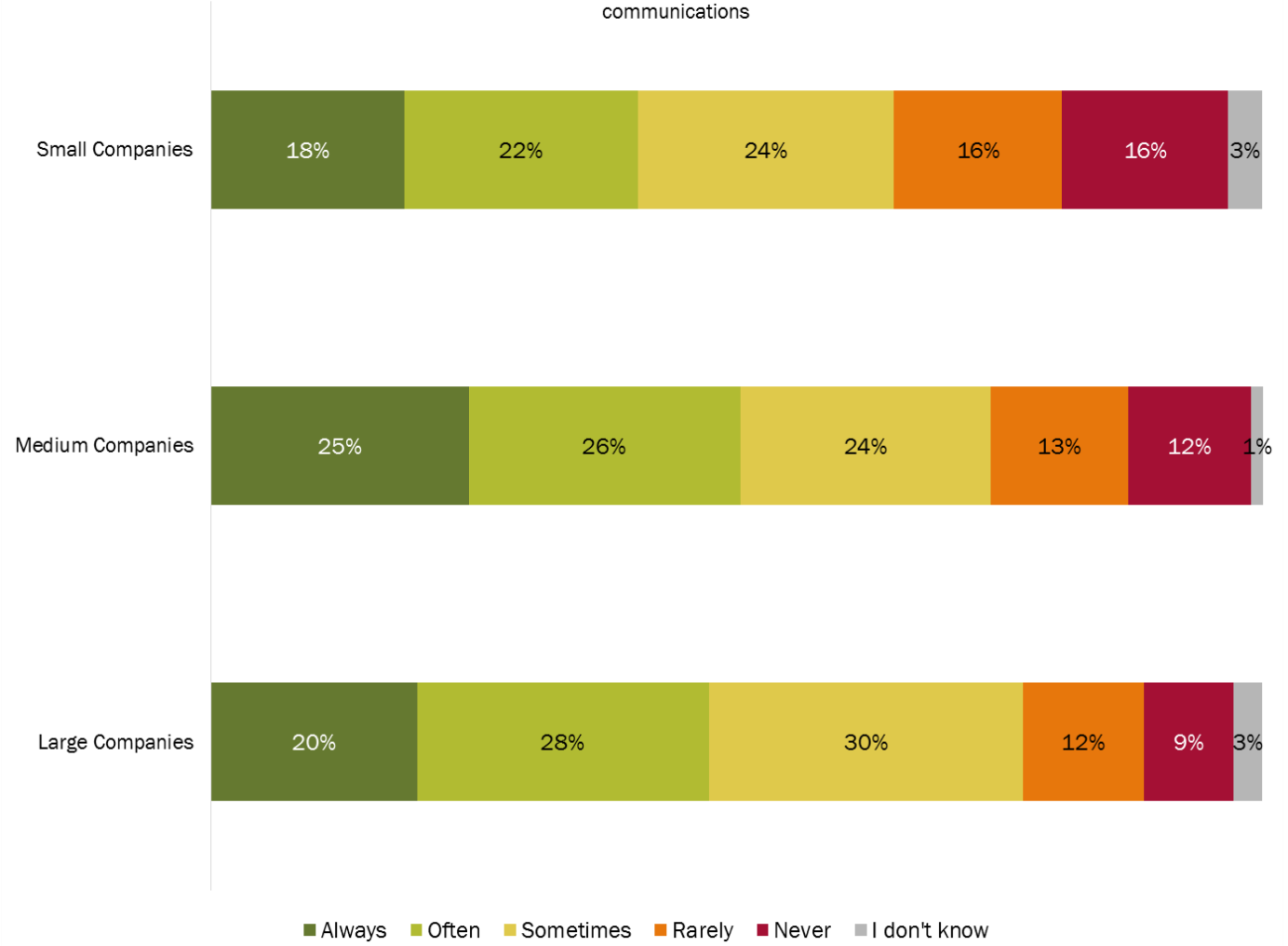
QC17R1. Create career pathways for low-wage employees



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C17. How often does your company:

QC17R2. Describe career pathways and skills progression on an ongoing basis in company communications



N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C17. How often does your company:

QC17R3. Describe how total compensation (i.e., pay ranges and benefits) will change for the next role level in performance reviews



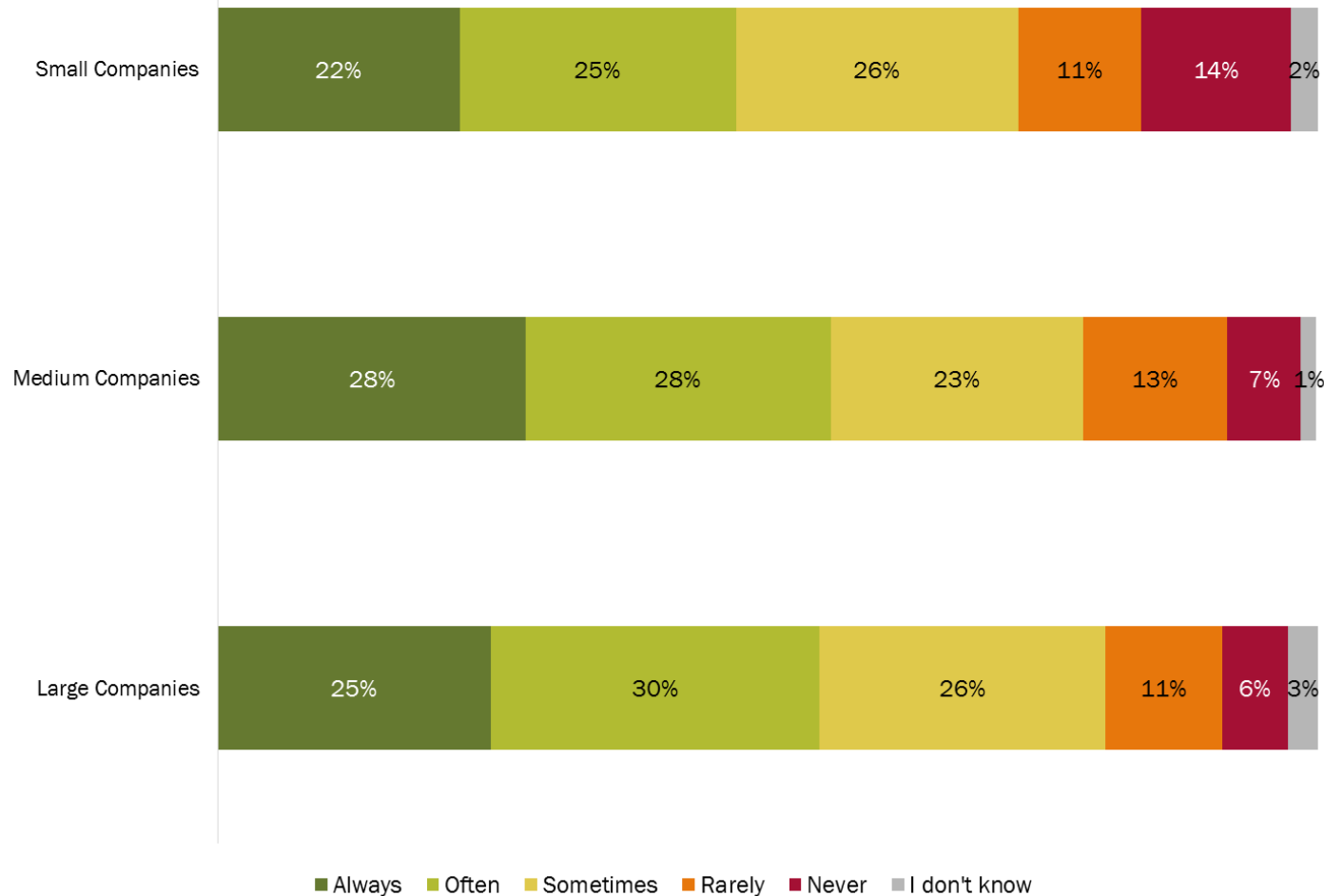
N = 1,150

Always Often Sometimes Rarely Never I don't know

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C17. How often does your company:

QC17R4. Describe the skills, training, certifications, and experience needed to get to the next role level in performance reviews

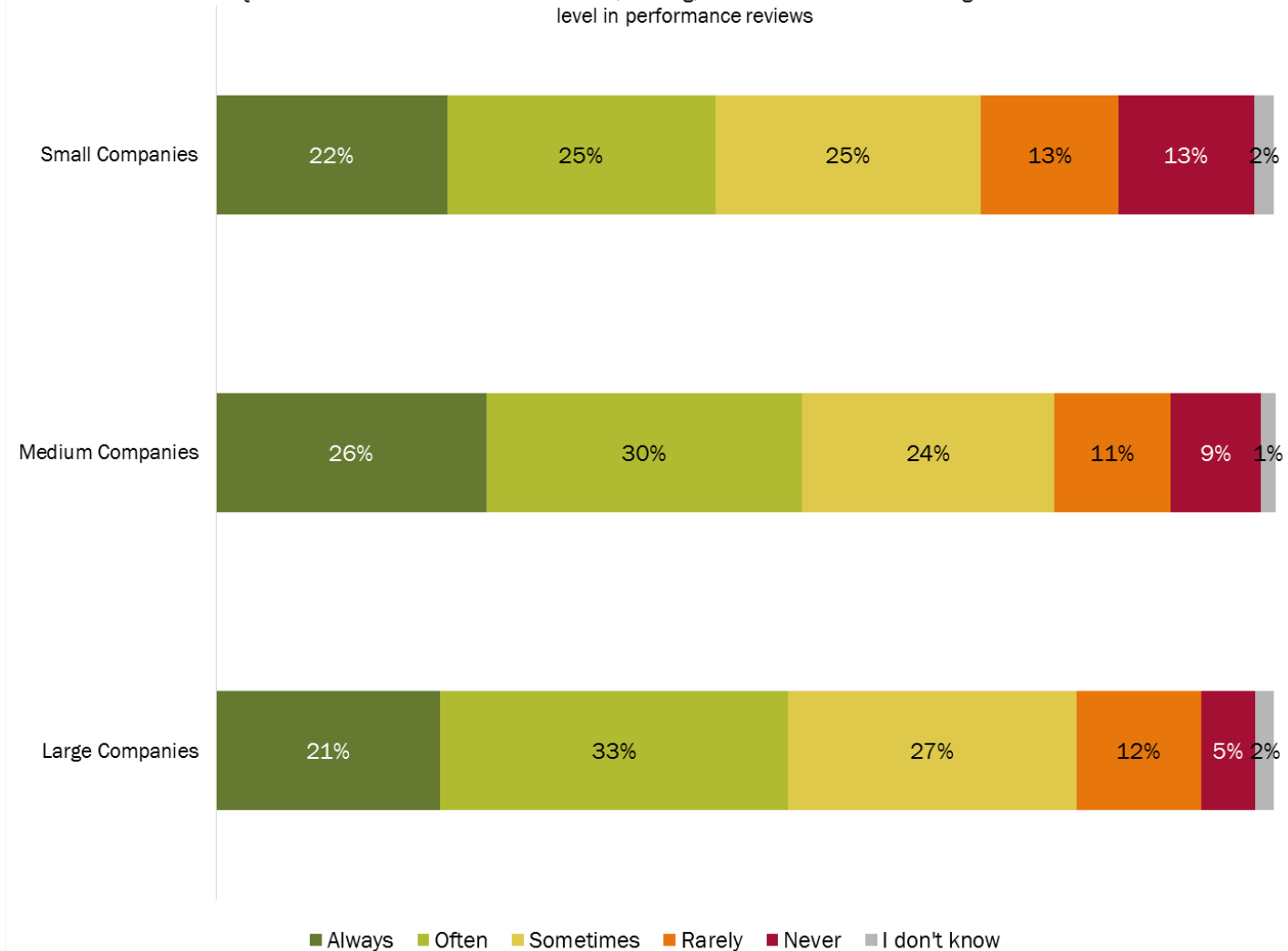


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C17. How often does your company:

QC17R5. Describe how to obtain the skills, training, and certifications needed to get to the next role level in performance reviews

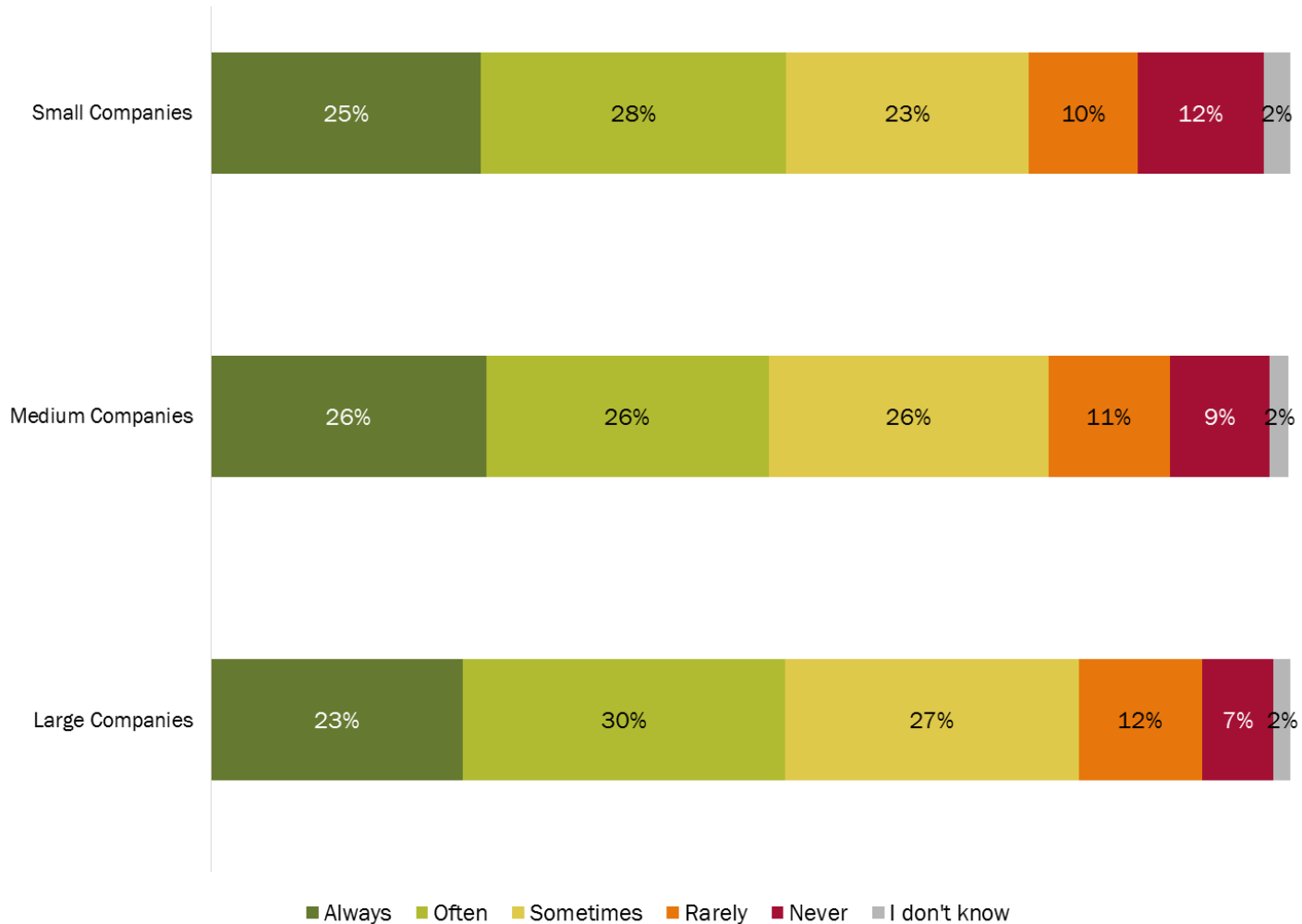


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C17. How often does your company:

QC17R6. Reward (i.e., increase wages of, change job title of, or offer a bonus to) low-wage employees for reaching milestones of skills, training, credentials, or experience

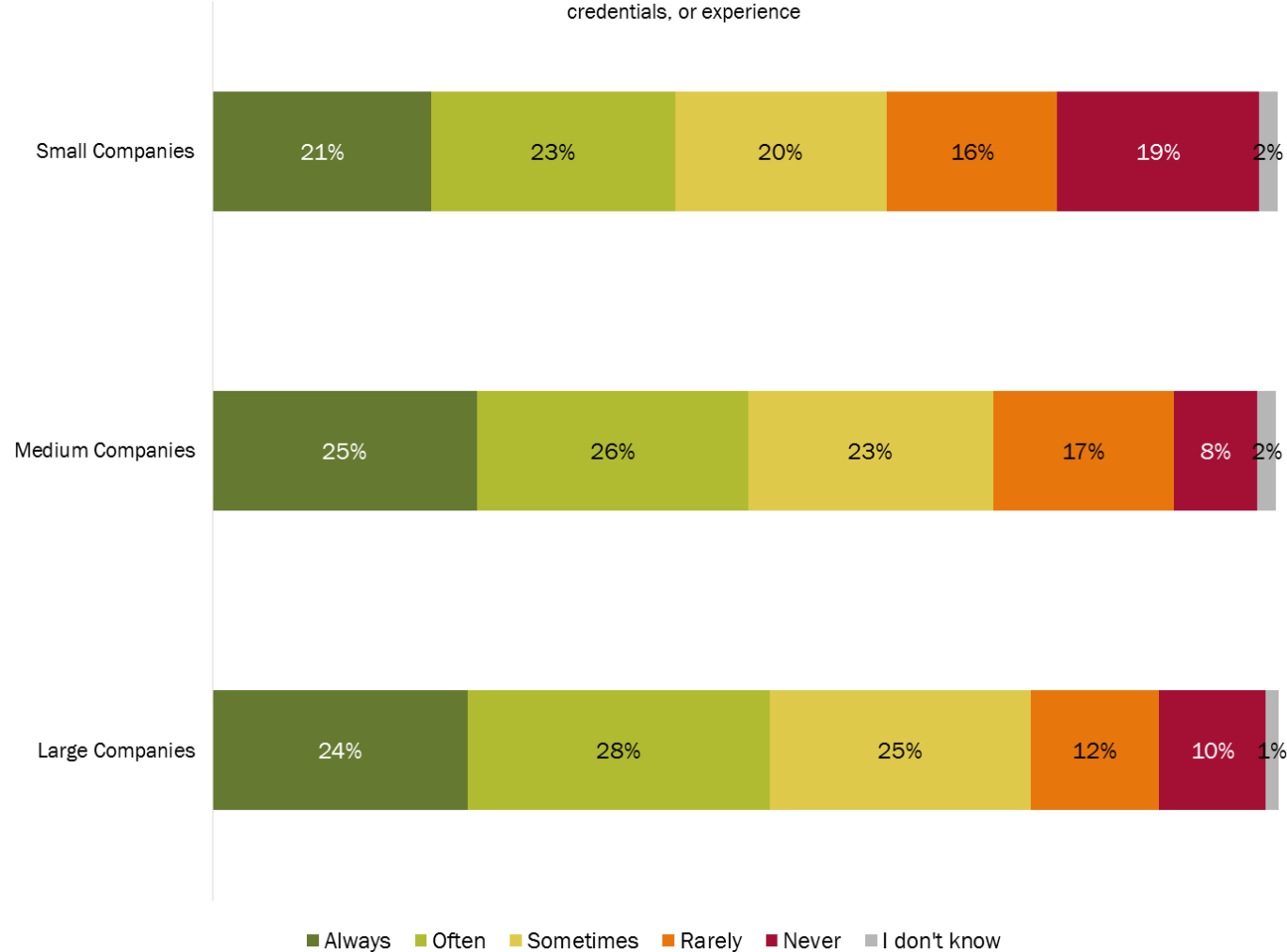


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C17. How often does your company:

QC17R7. Publicly recognize low-wage employees for reaching milestones of skills, training, credentials, or experience

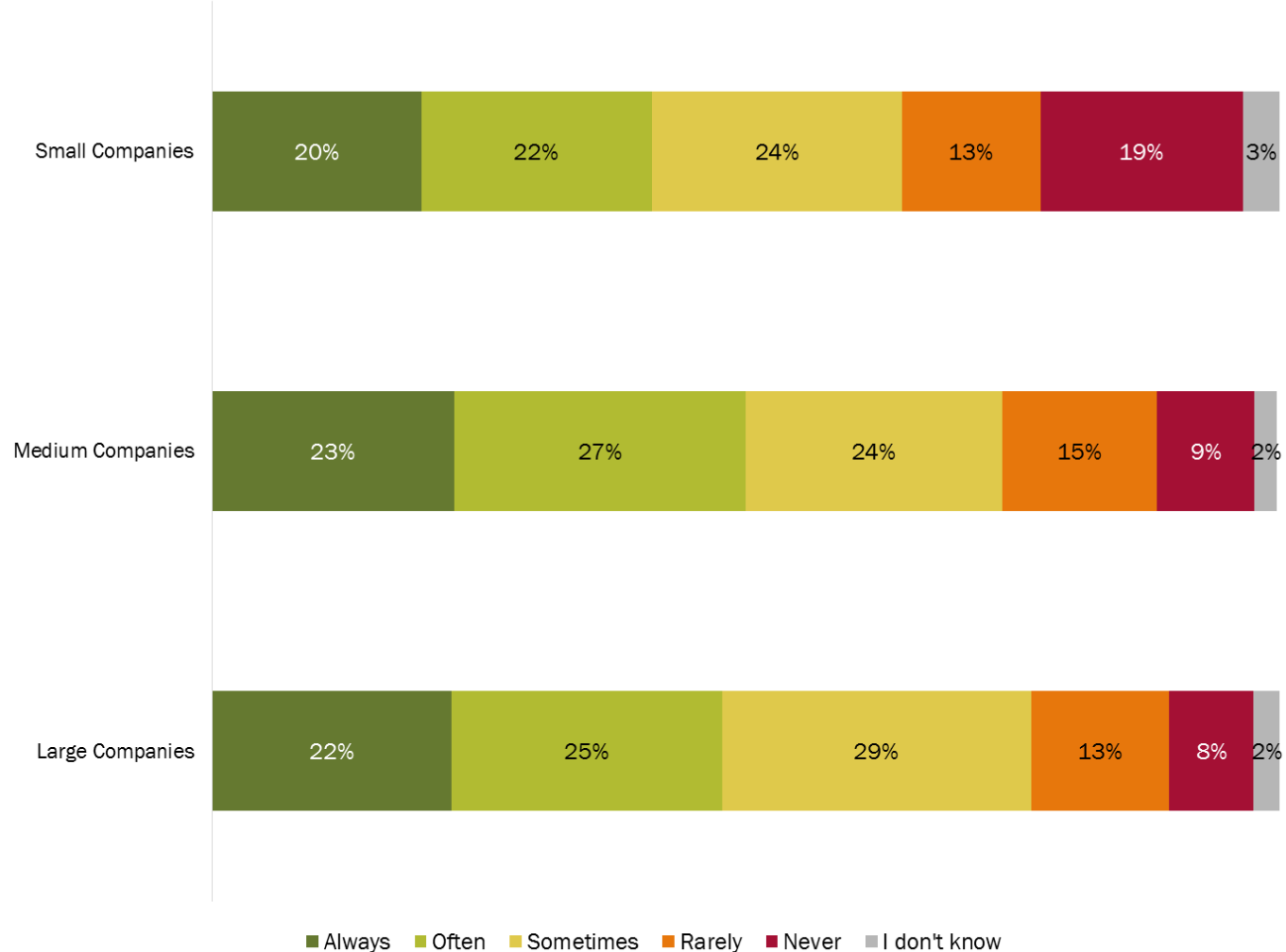


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C17. How often does your company:

QC17R8. Communicate examples of worker success stories to current low-wage employees

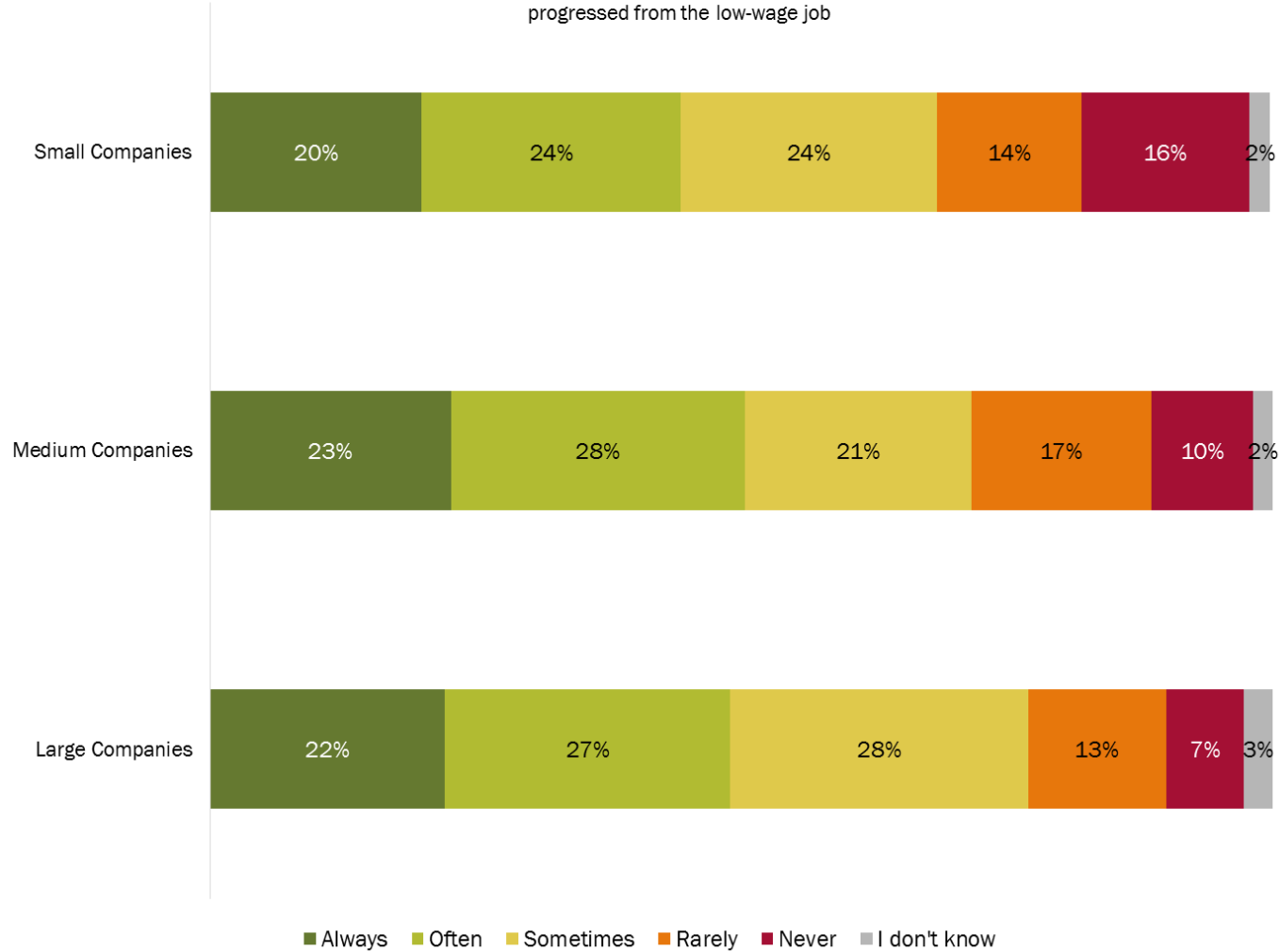


N = 1,150

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C17. How often does your company:

QC17R9. Provide opportunities for low-wage employees to interact with successful role models who progressed from the low-wage job

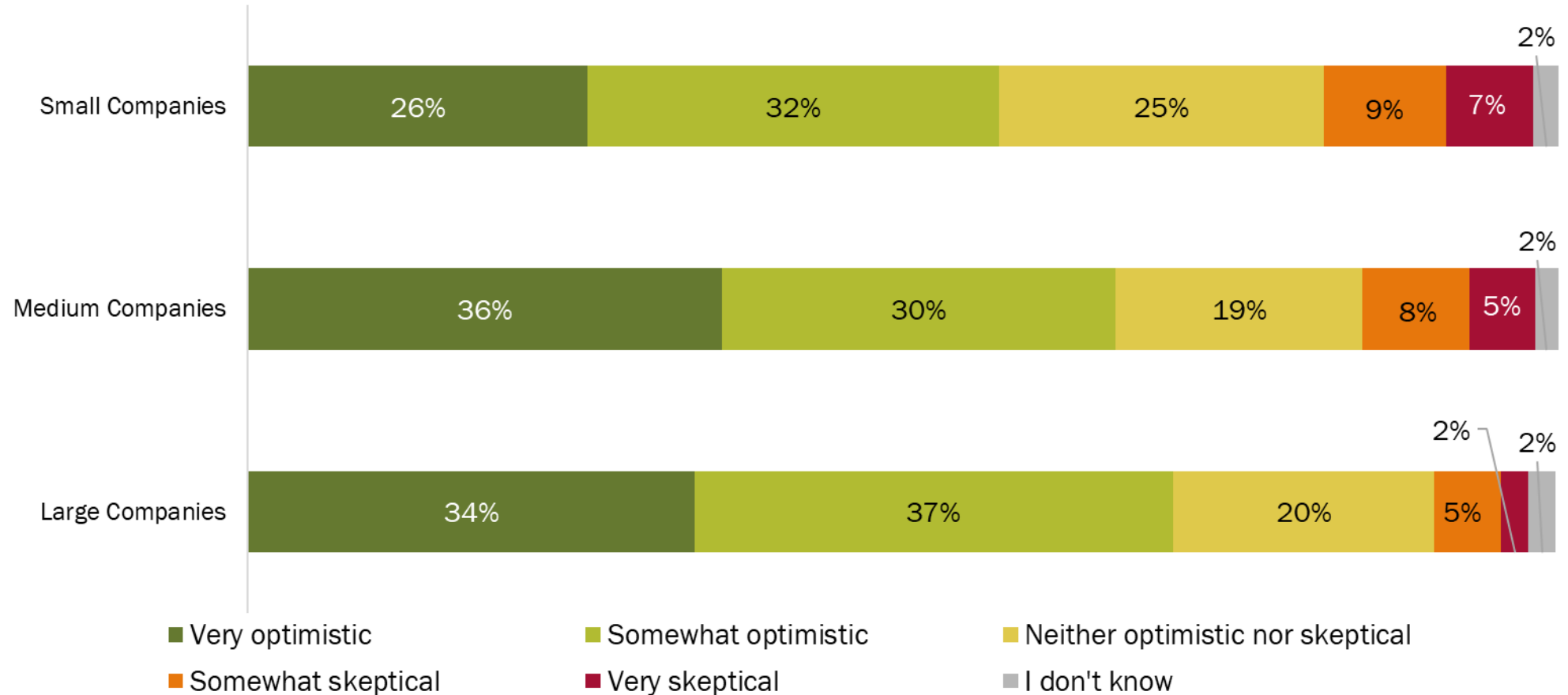


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C18. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

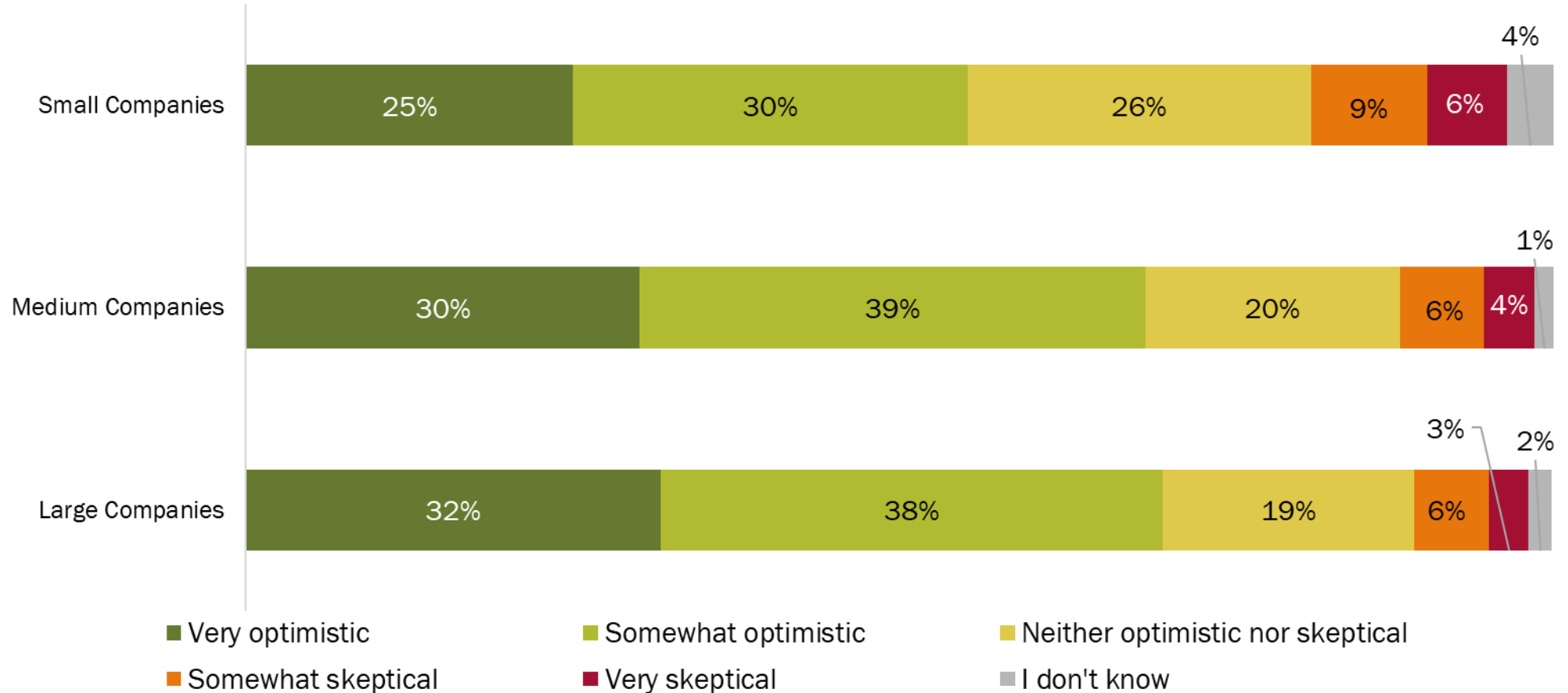
QC18R1. Create career pathways for low-wage employees



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C18. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

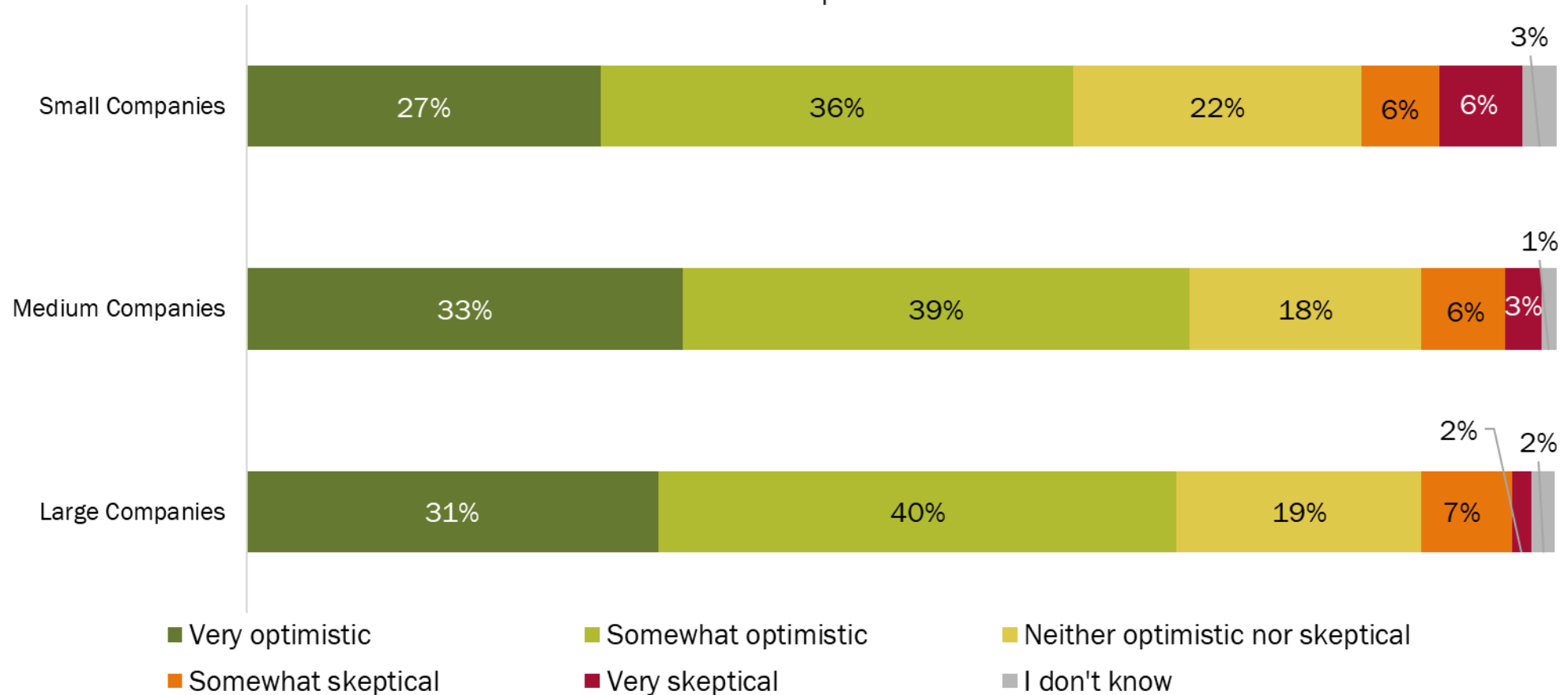
QC18R2. Describe career pathways and skills progression on an ongoing basis in company communications



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C18. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

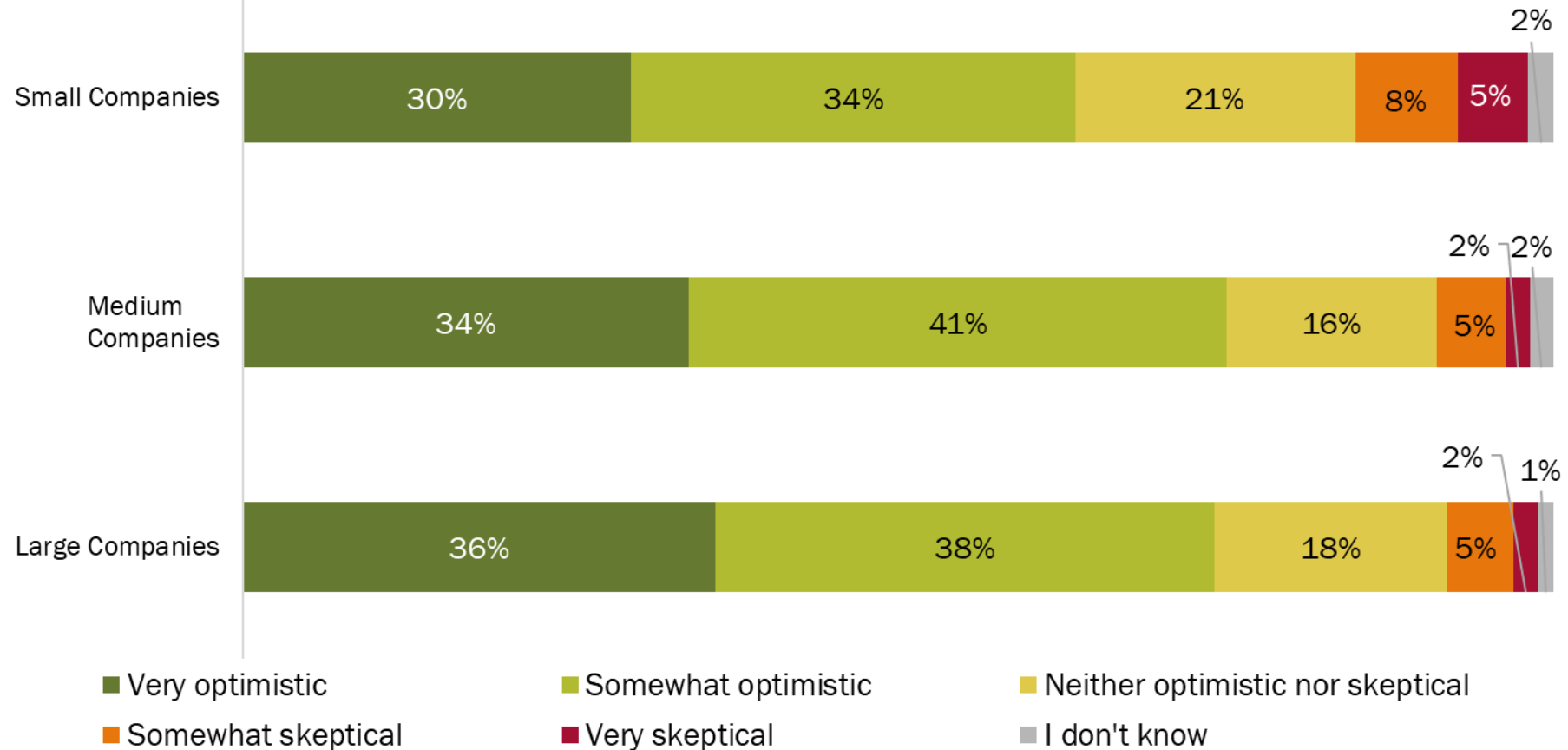
QC18R3. Describe how total compensation (i.e., pay ranges and benefits) will change for the next role level in performance reviews



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C18. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

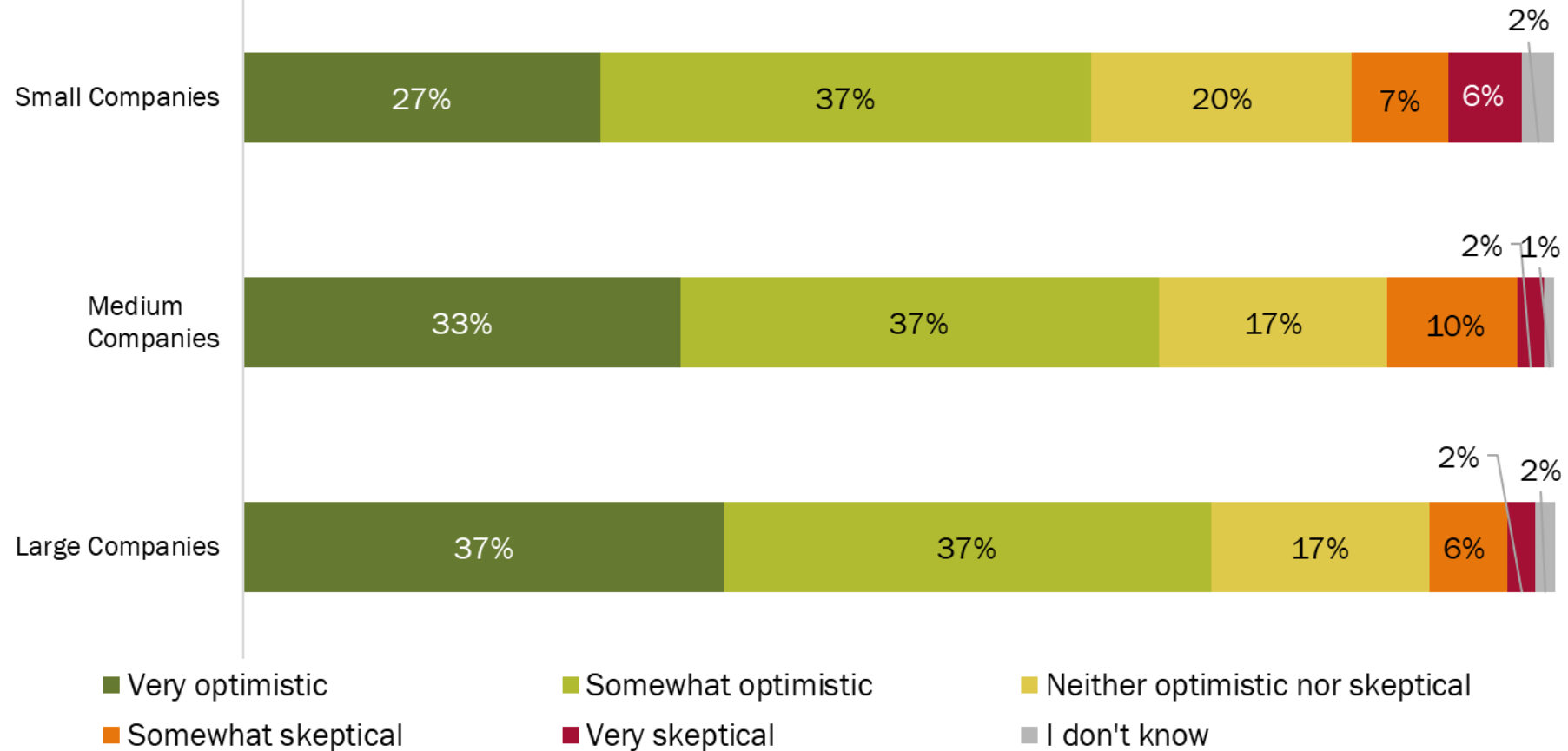
QC18R4. Describe the skills, training, certifications, and experience needed to get to the next role level in performance reviews



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C18. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

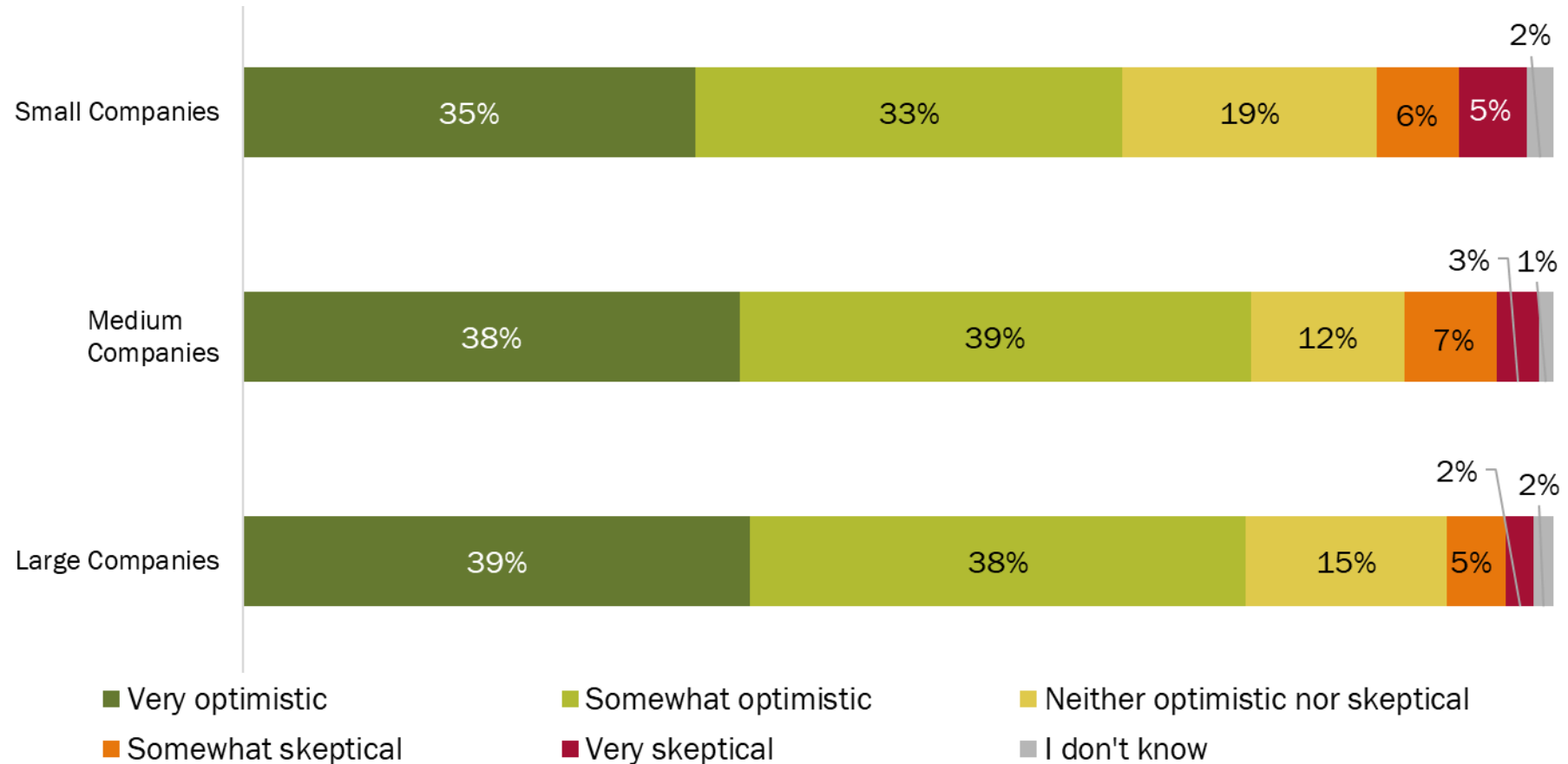
QC18R5. Describe how to obtain the skills, training, and certifications needed to get to the next role level in performance reviews



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C18. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

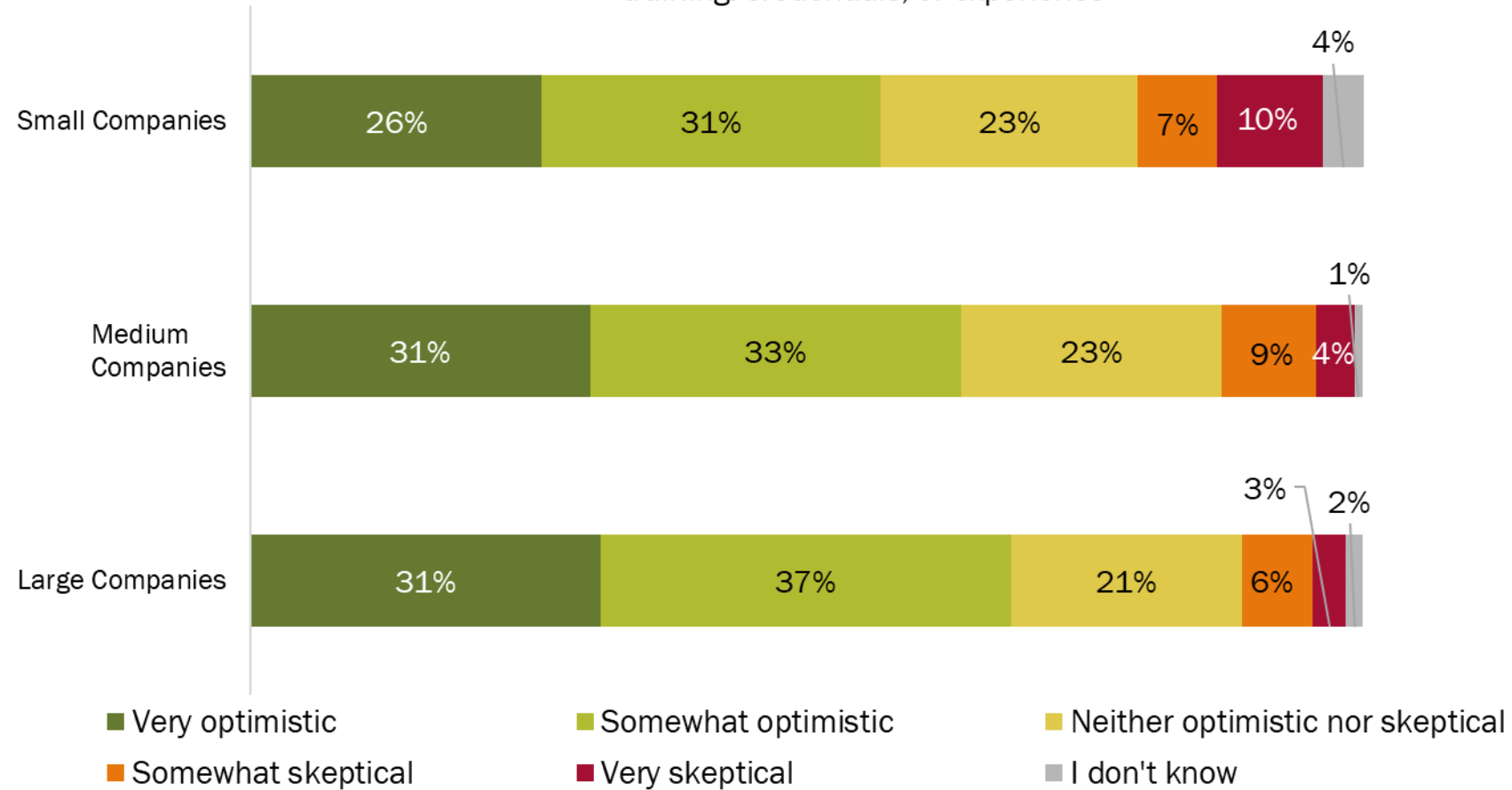
QC18R6. Reward (i.e., increase wages of, change job title of, or offer a bonus to) low-wage employees for reaching milestones of skills, training, credentials, or experience



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C18. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

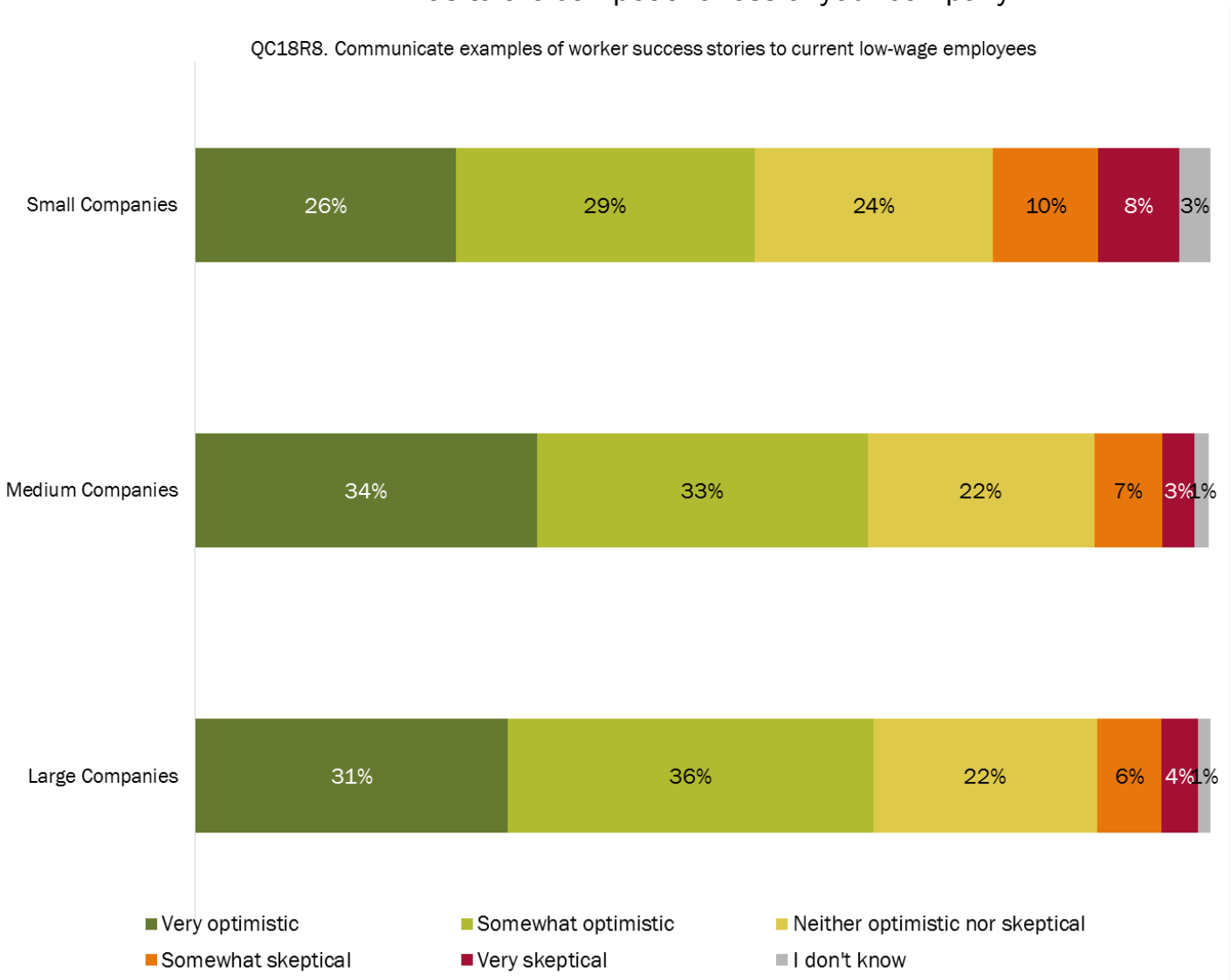
QC18R7. Publicly recognize low-wage employees for reaching milestones of skills, training, credentials, or experience



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C18. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC18R8. Communicate examples of worker success stories to current low-wage employees

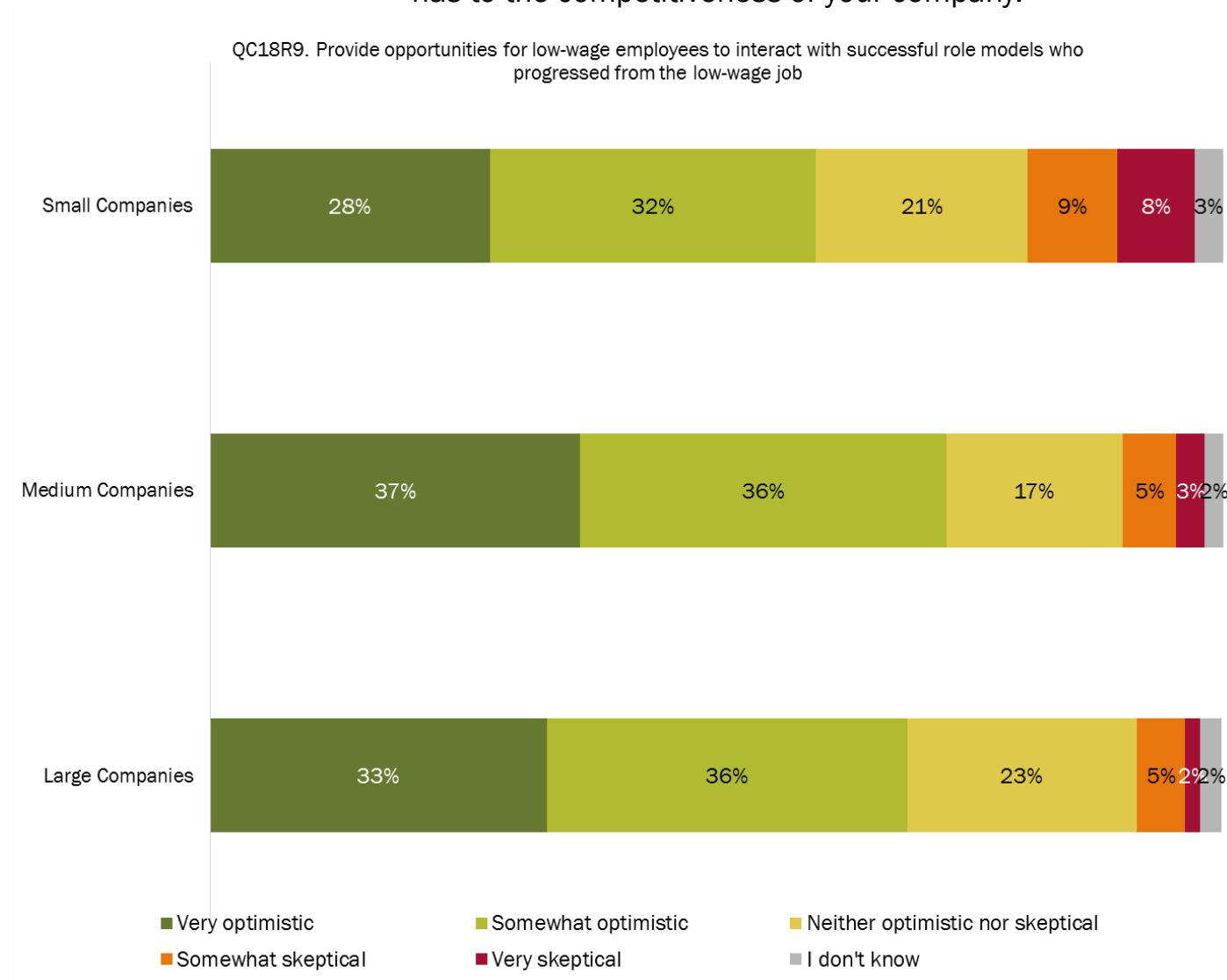


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C18. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC18R9. Provide opportunities for low-wage employees to interact with successful role models who progressed from the low-wage job

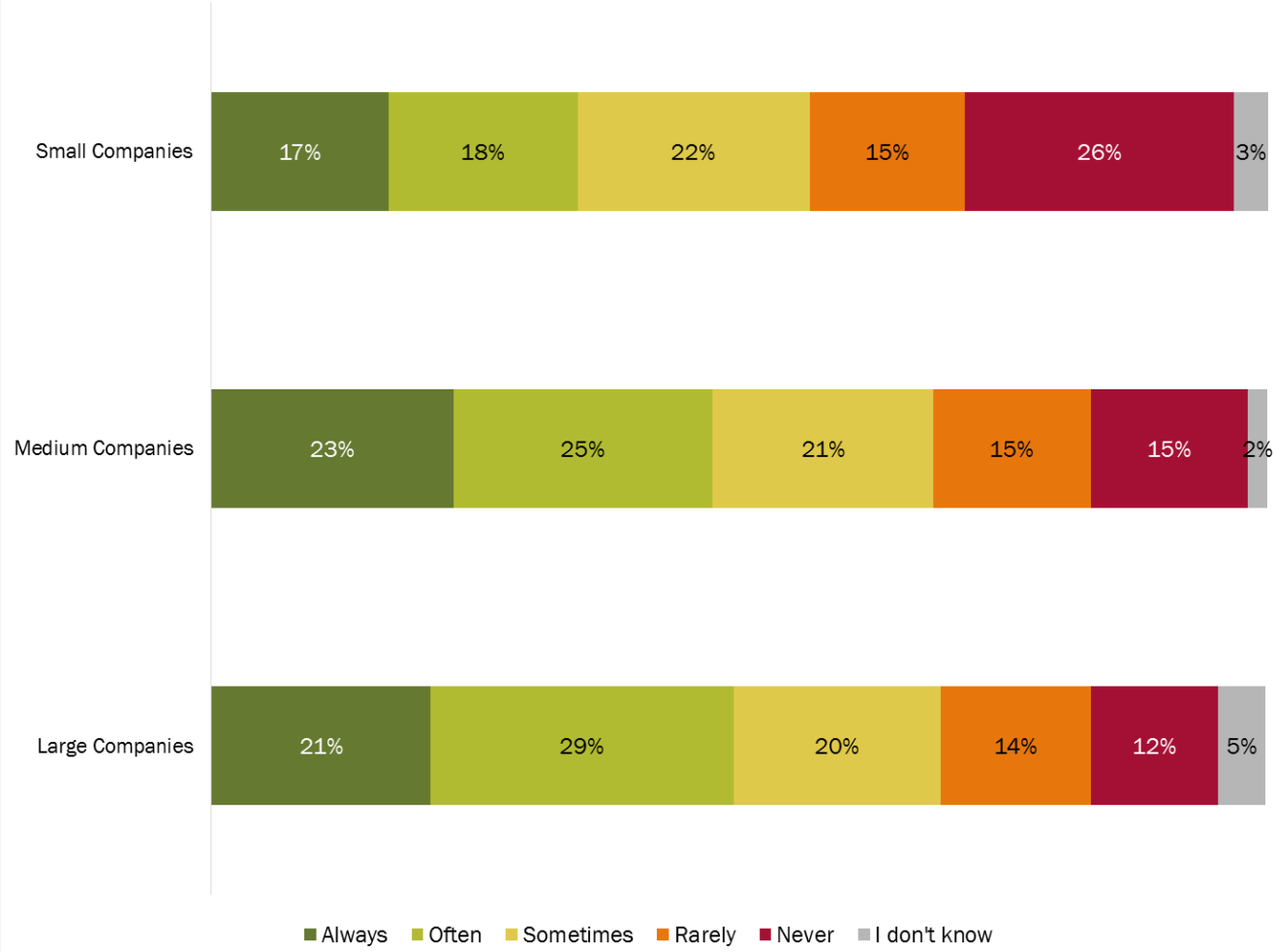


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C19. How often does your company:

QC19R1. Track why low-wage employees quit or take jobs with other employers

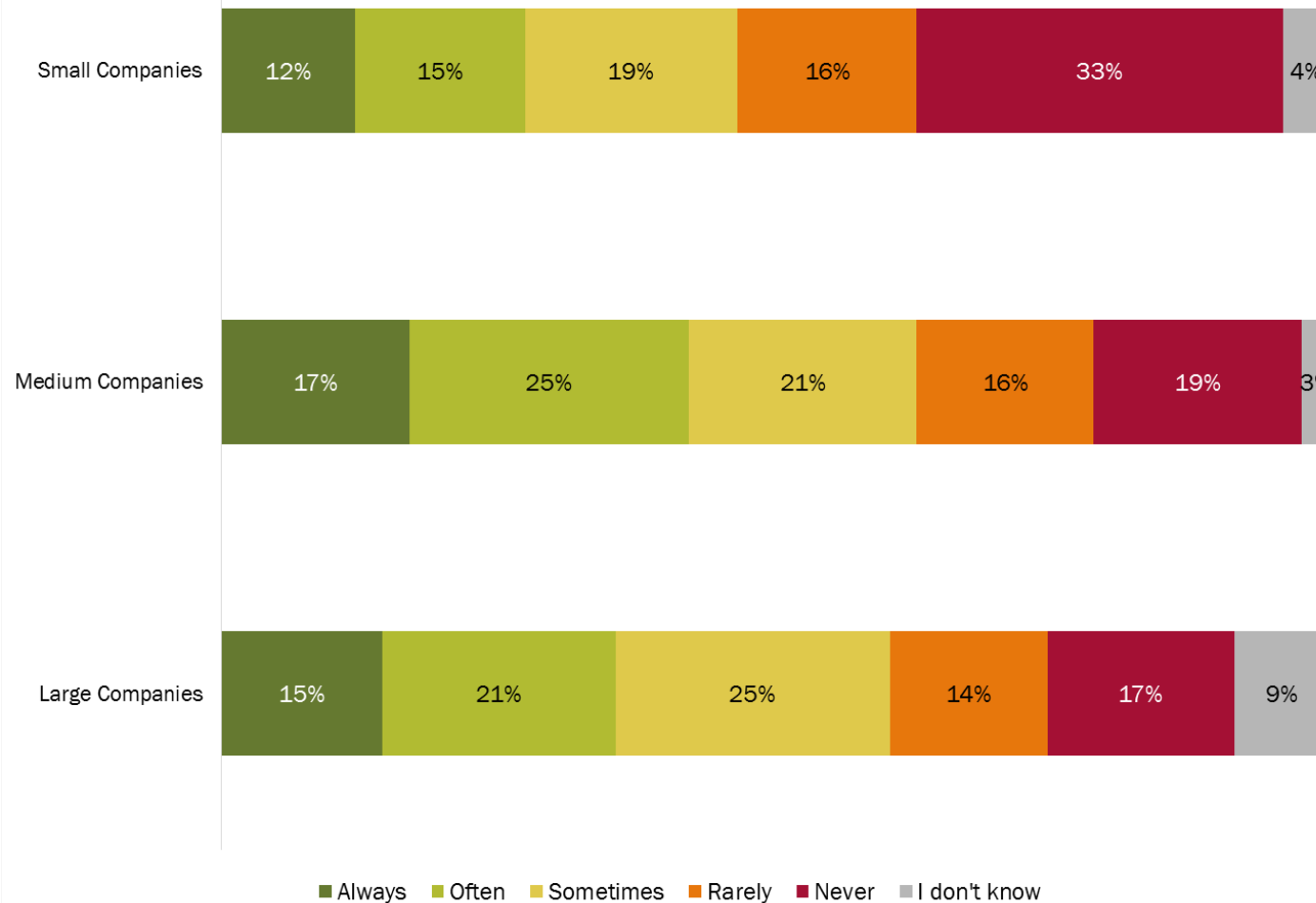


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C19. How often does your company:

QC19R2. Track which companies or industries your low-wage employees move to when they quit your company



N = 1,150

Actions

Offboarding and Post-Exit

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

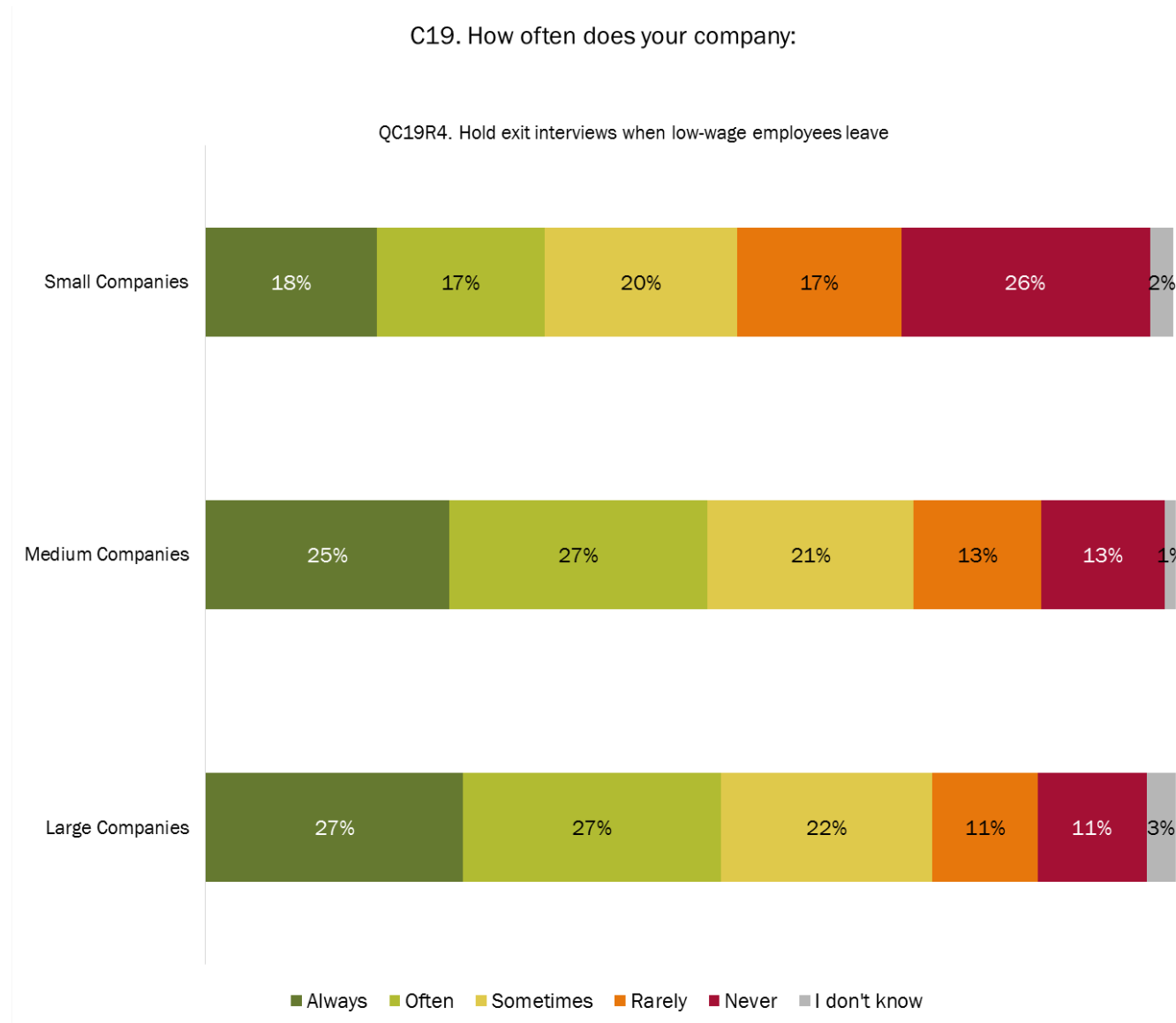


N = 1,150

Actions

Offboarding and Post-Exit

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

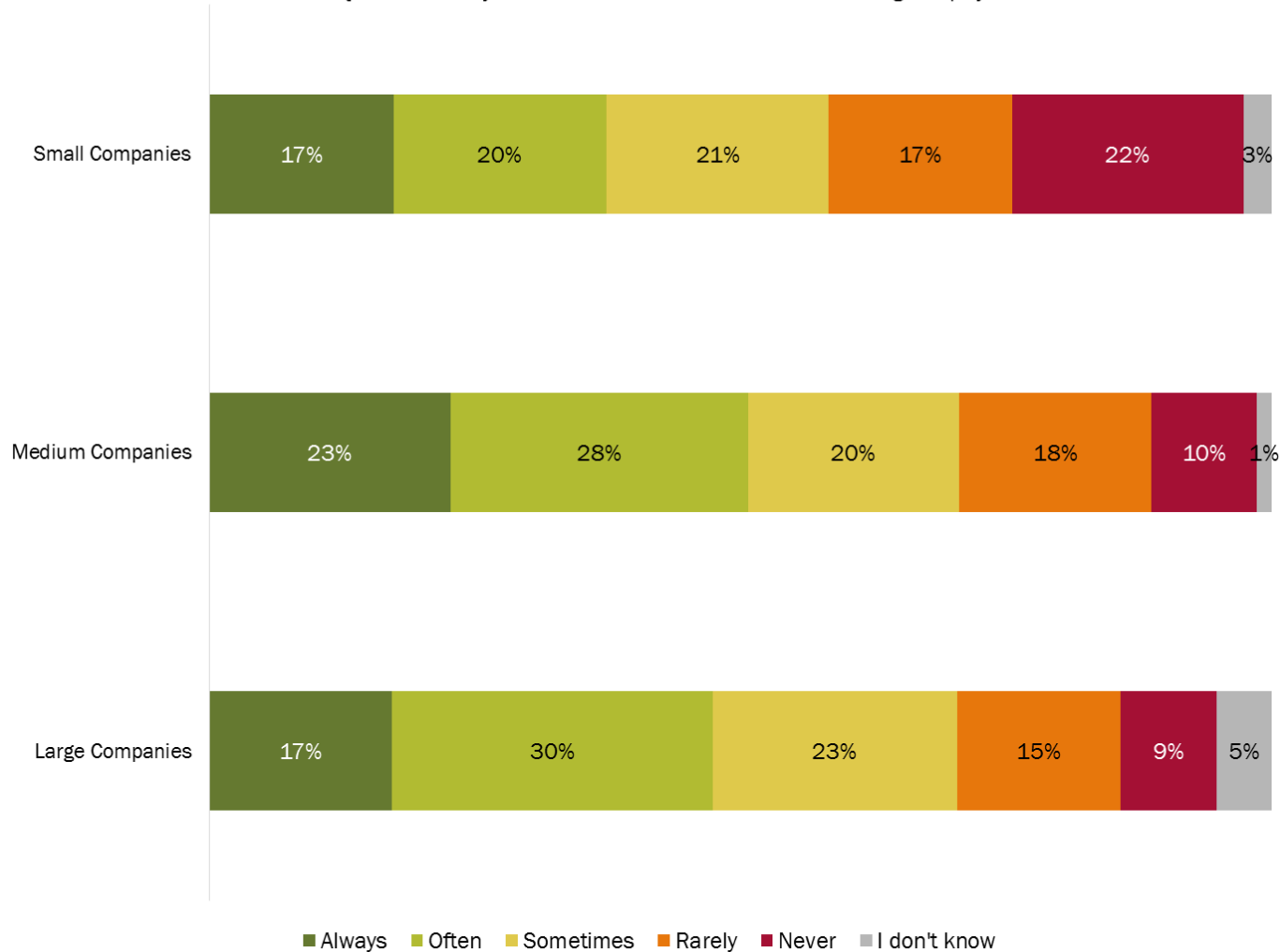


N = 1,150

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C19. How often does your company:

QC19R5. Identify and track root causes of turnover for low-wage employees



N = 1,150

Actions

Offboarding and Post-Exit

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.



N = 1,150

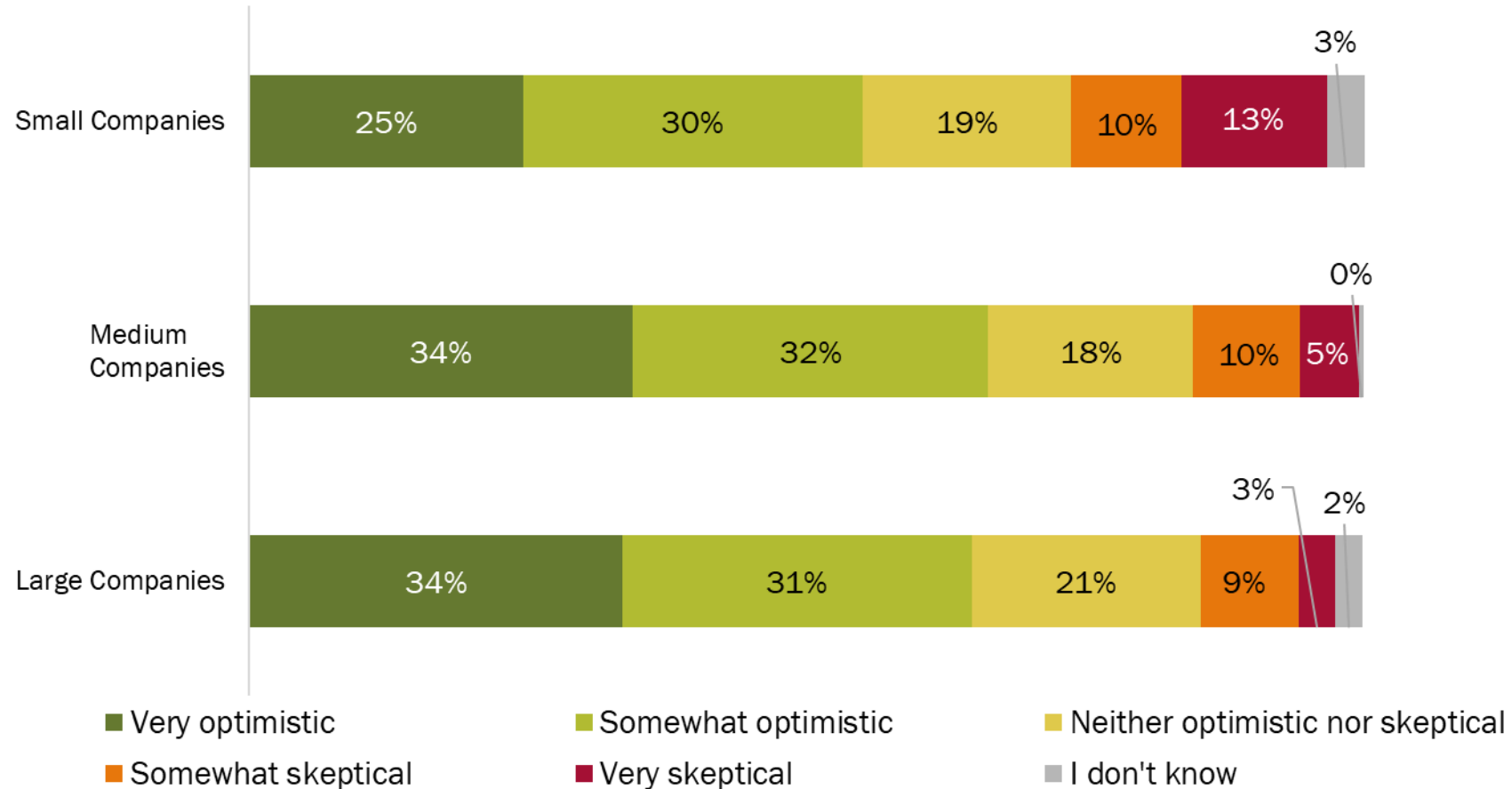
Actions

Offboarding and Post-Exit

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C20. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC20R1. Track why low-wage employees quit or take jobs with other employers



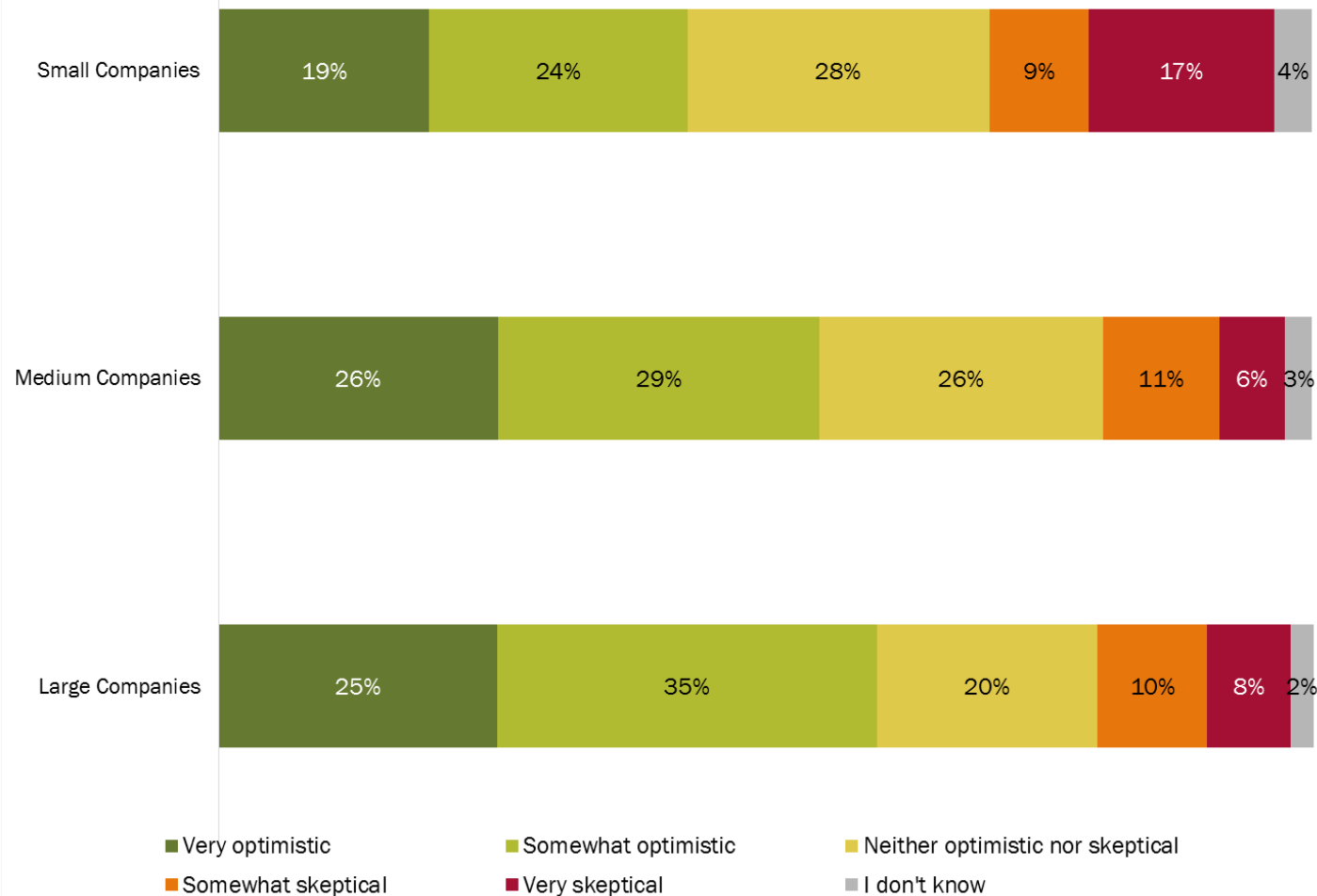
Actions

Offboarding and Post-Exit

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C20. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC20R2. Track which companies or industries your low-wage employees move to when they quit your company



N = 1,150

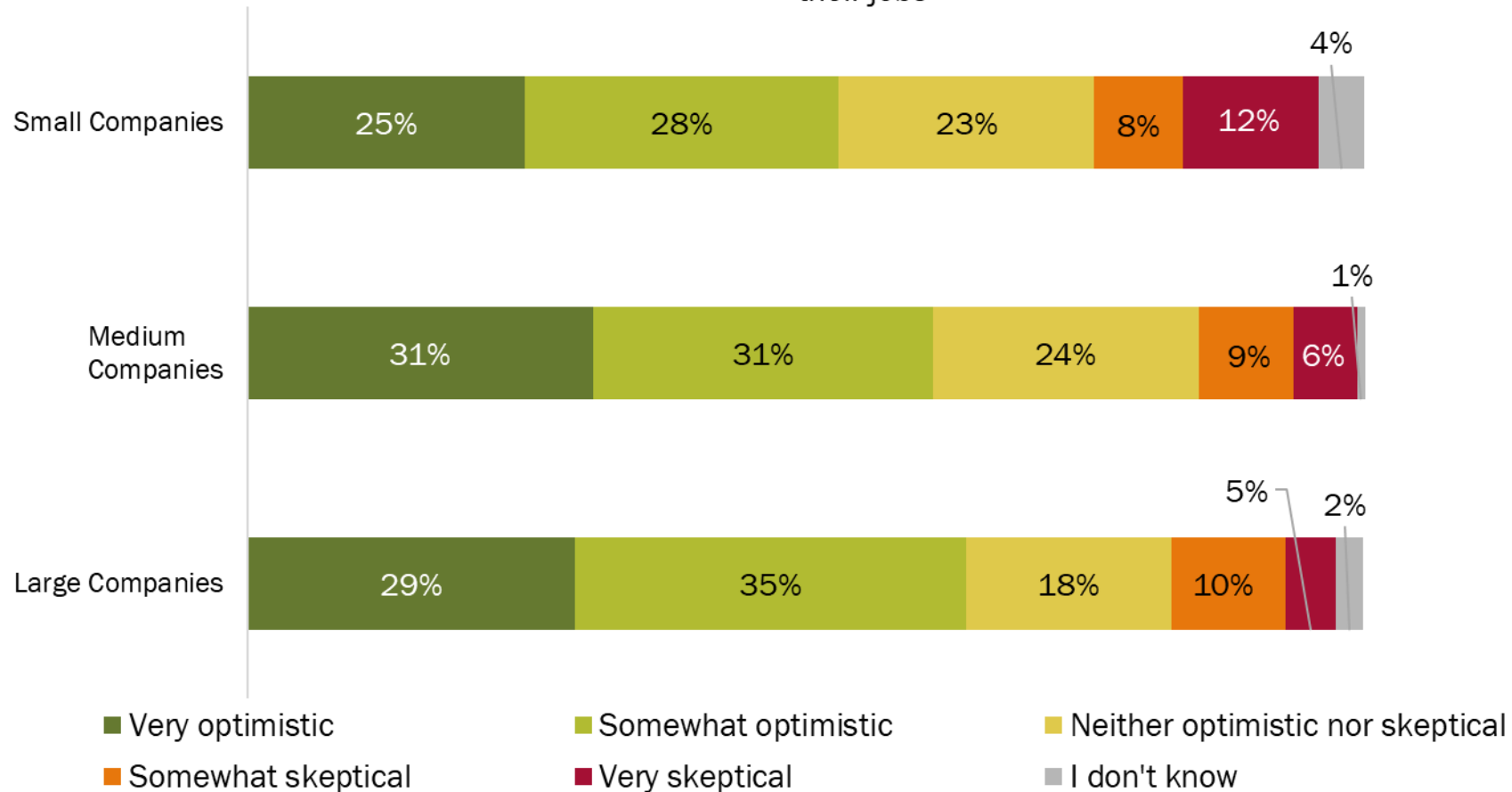
Actions

Offboarding and Post-Exit

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C20. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC20R3. Ask low-wage employees leaving the company if they felt valued while in their jobs



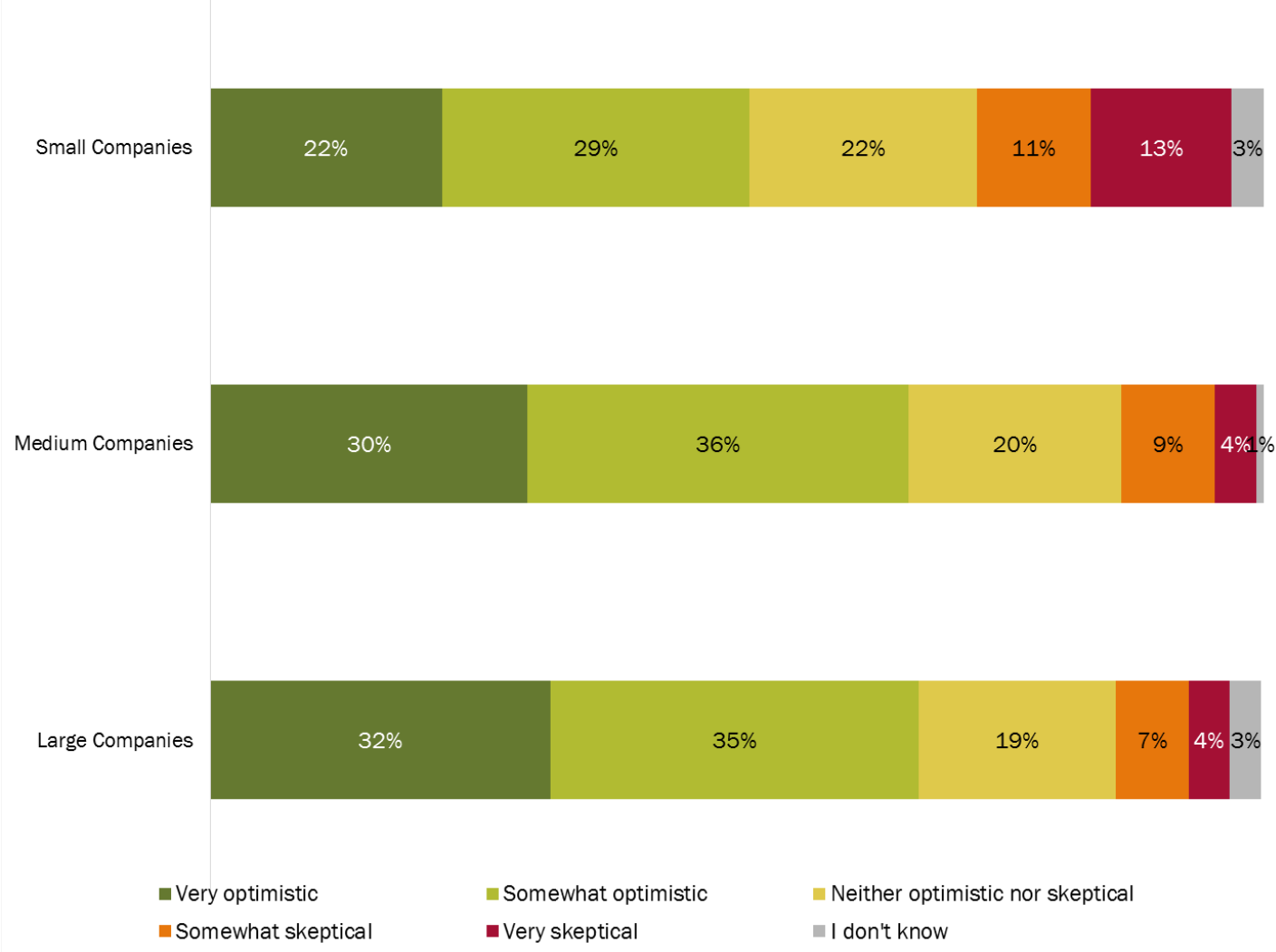
Actions

Offboarding and Post-Exit

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C20. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC20R4. Hold exit interviews when low-wage employees leave



N = 1,150

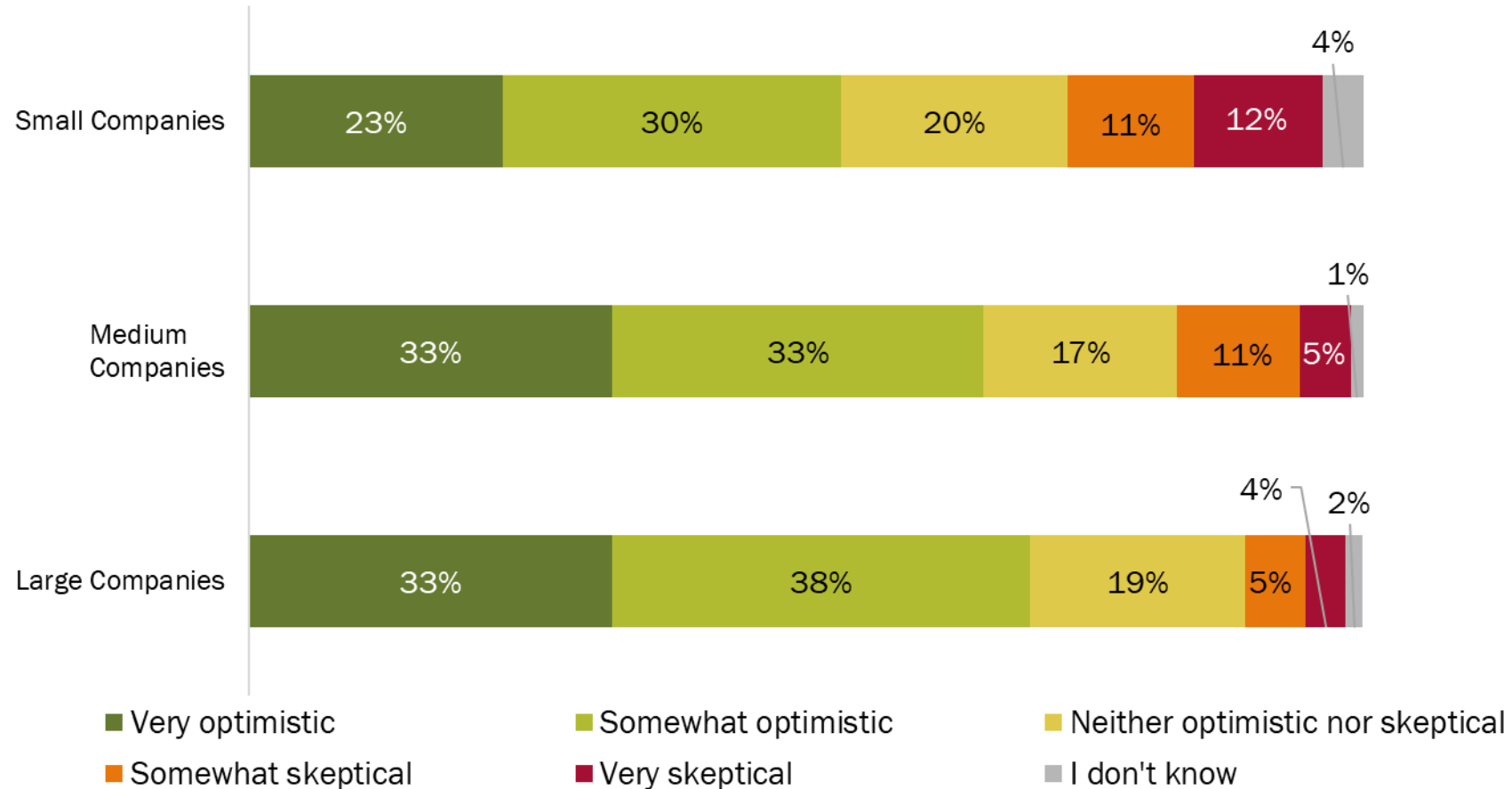
Actions

Offboarding and Post-Exit

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C20. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

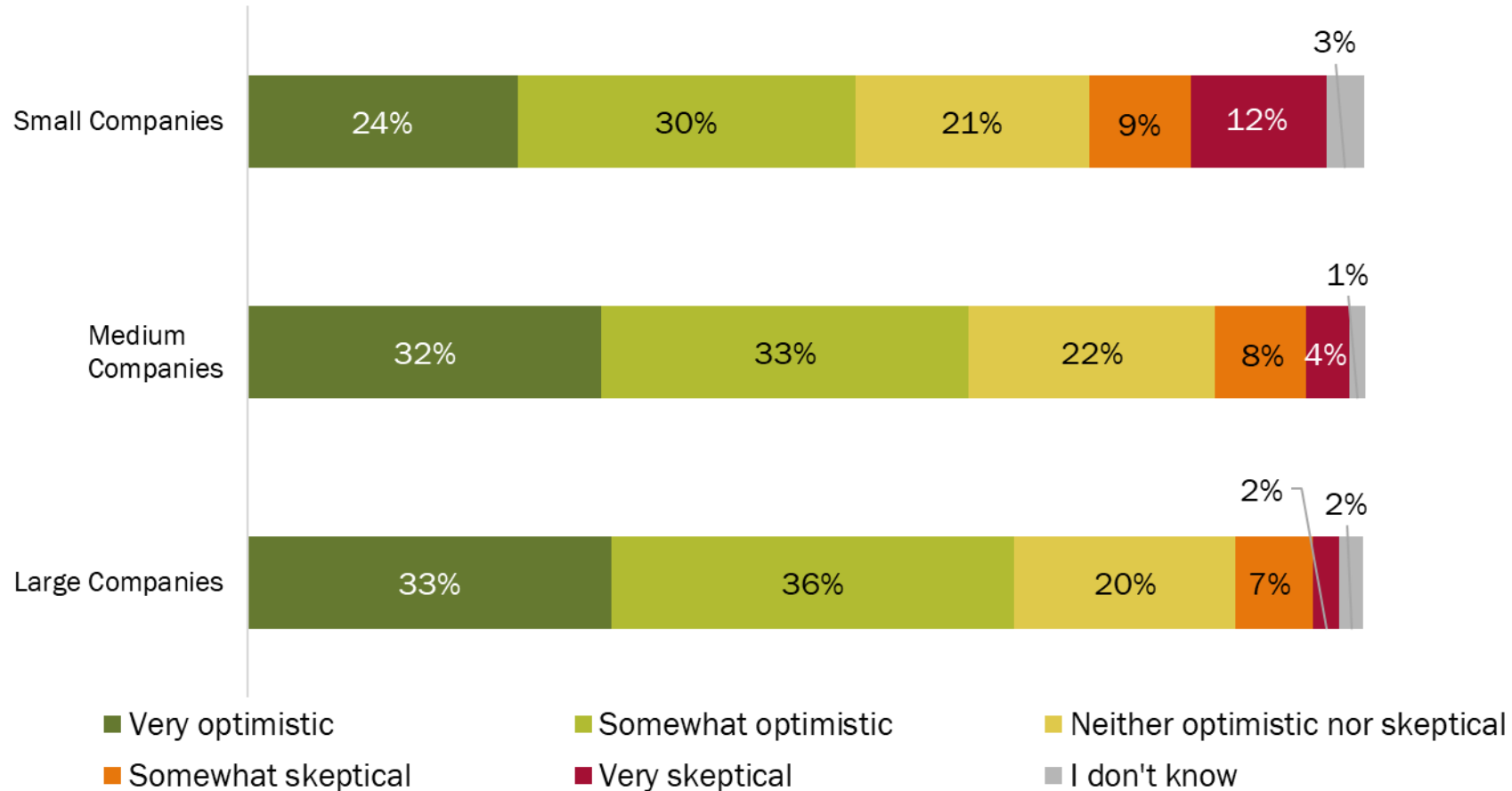
QC20R5. Identify and track root causes of turnover for low-wage employees



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C20. Please rate how you feel about the value each of the following actions has to the competitiveness of your company.

QC20R6. Create a plan to address root causes of turnover for low-wage employees

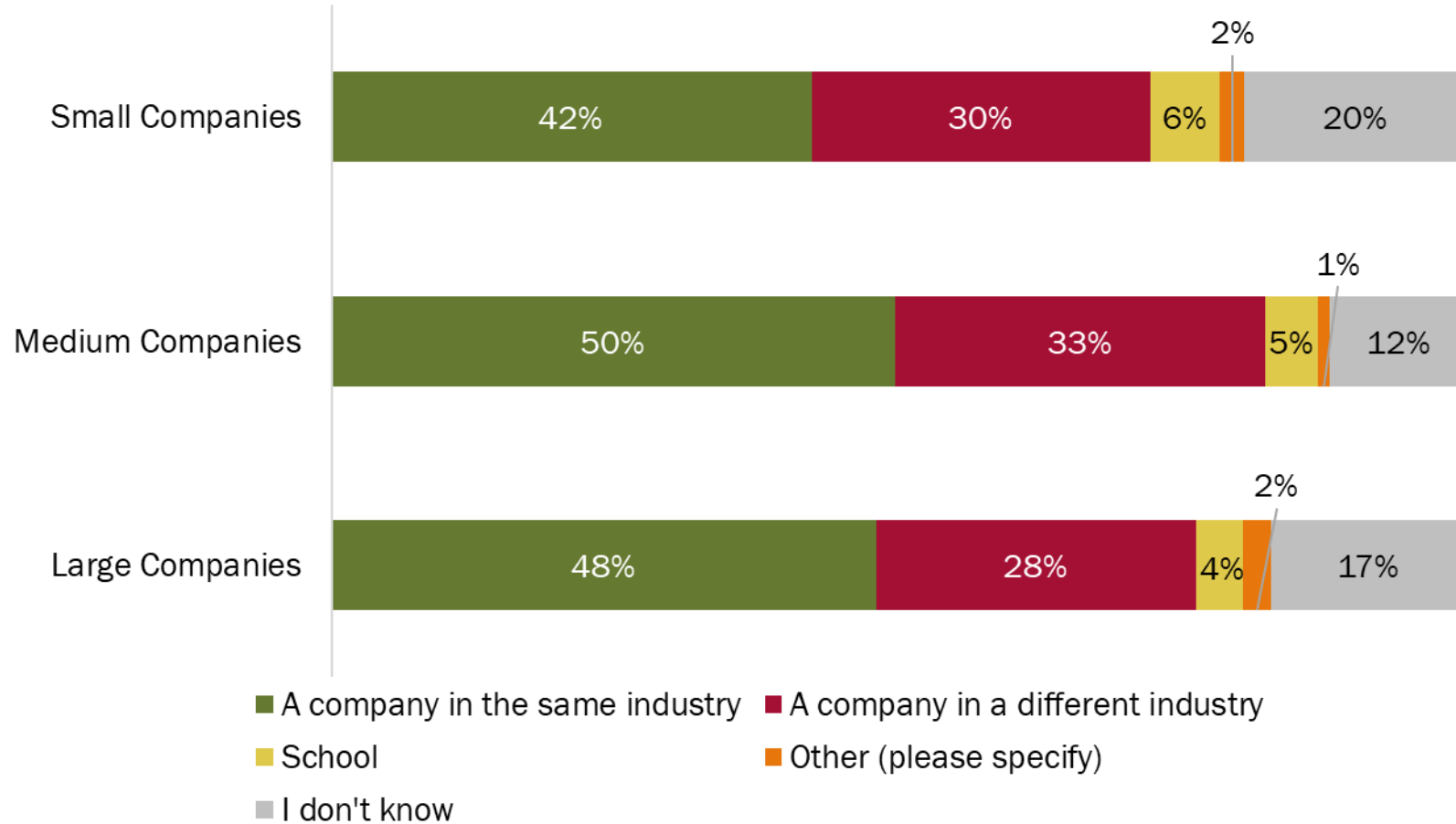


Actions

Offboarding and Post-Exit

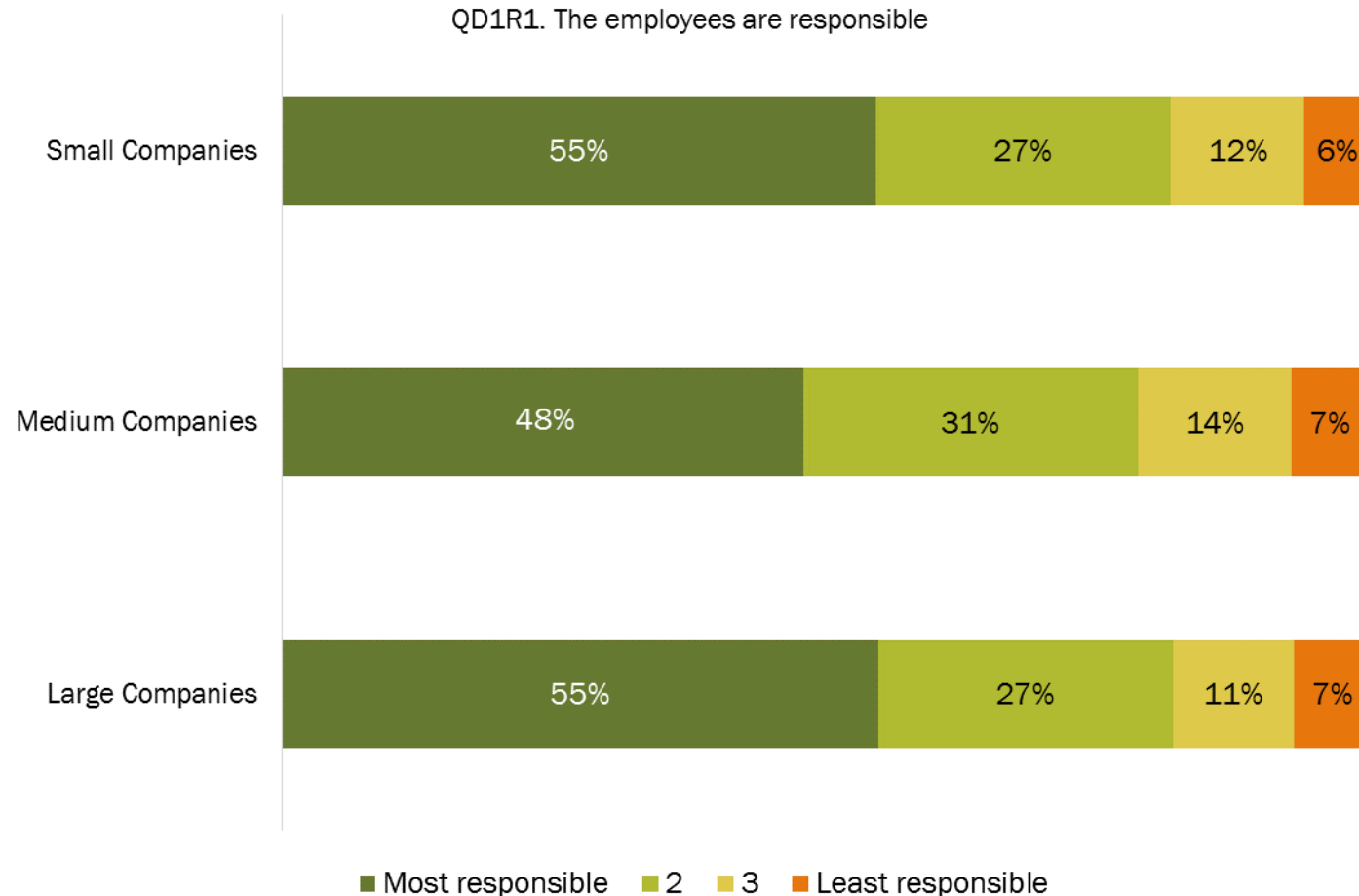
Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

C21. Typically, when a low-wage employees leaves your company, where do they go?



Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D1. Who is responsible for the overall upward mobility of low-wage employees? Please rank the following options from most responsible to least responsible:



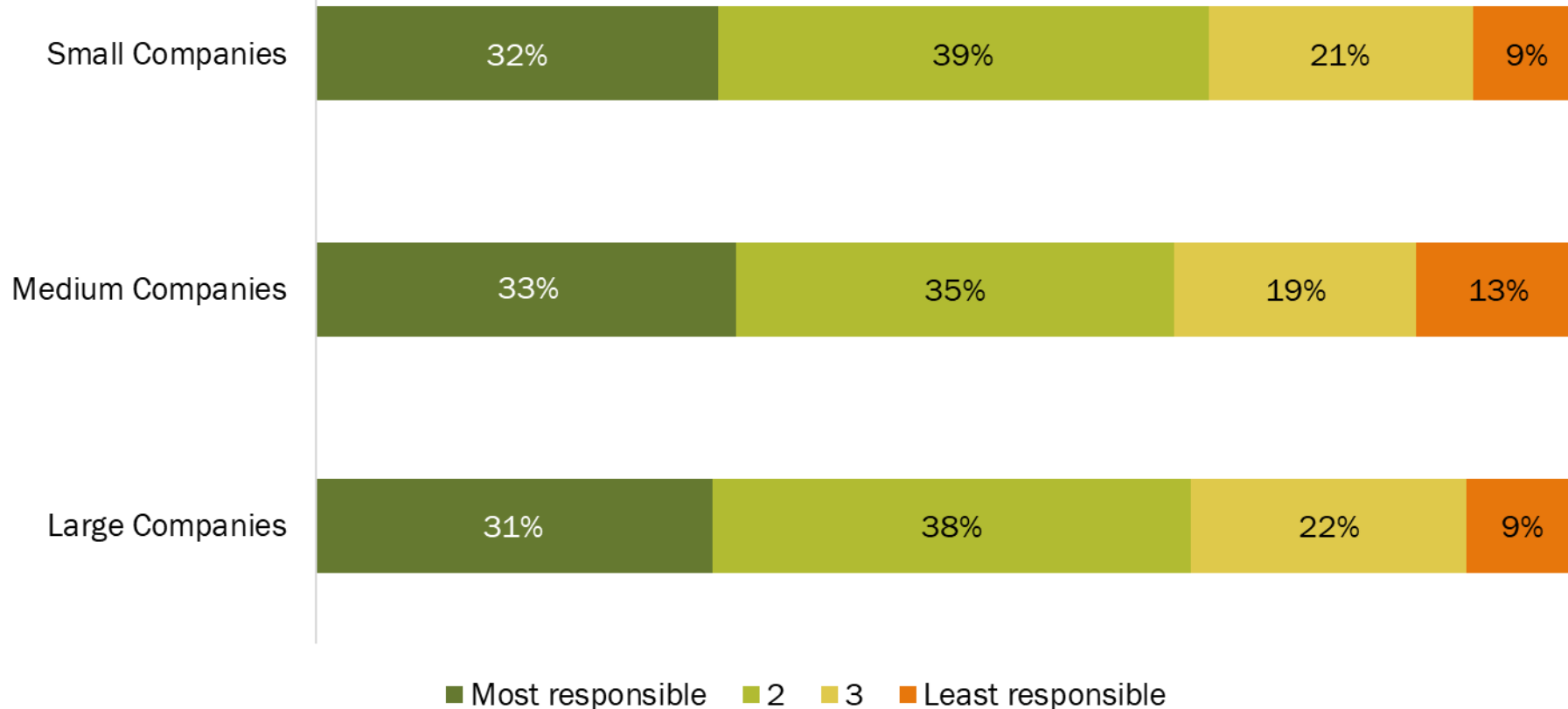
N = 1,115 (35 respondents responded “I don’t know”)

Final Thoughts

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D1. Who is responsible for the overall upward mobility of low-wage employees? Please rank the following options from most responsible to least responsible:

QD1R2. My company is responsible



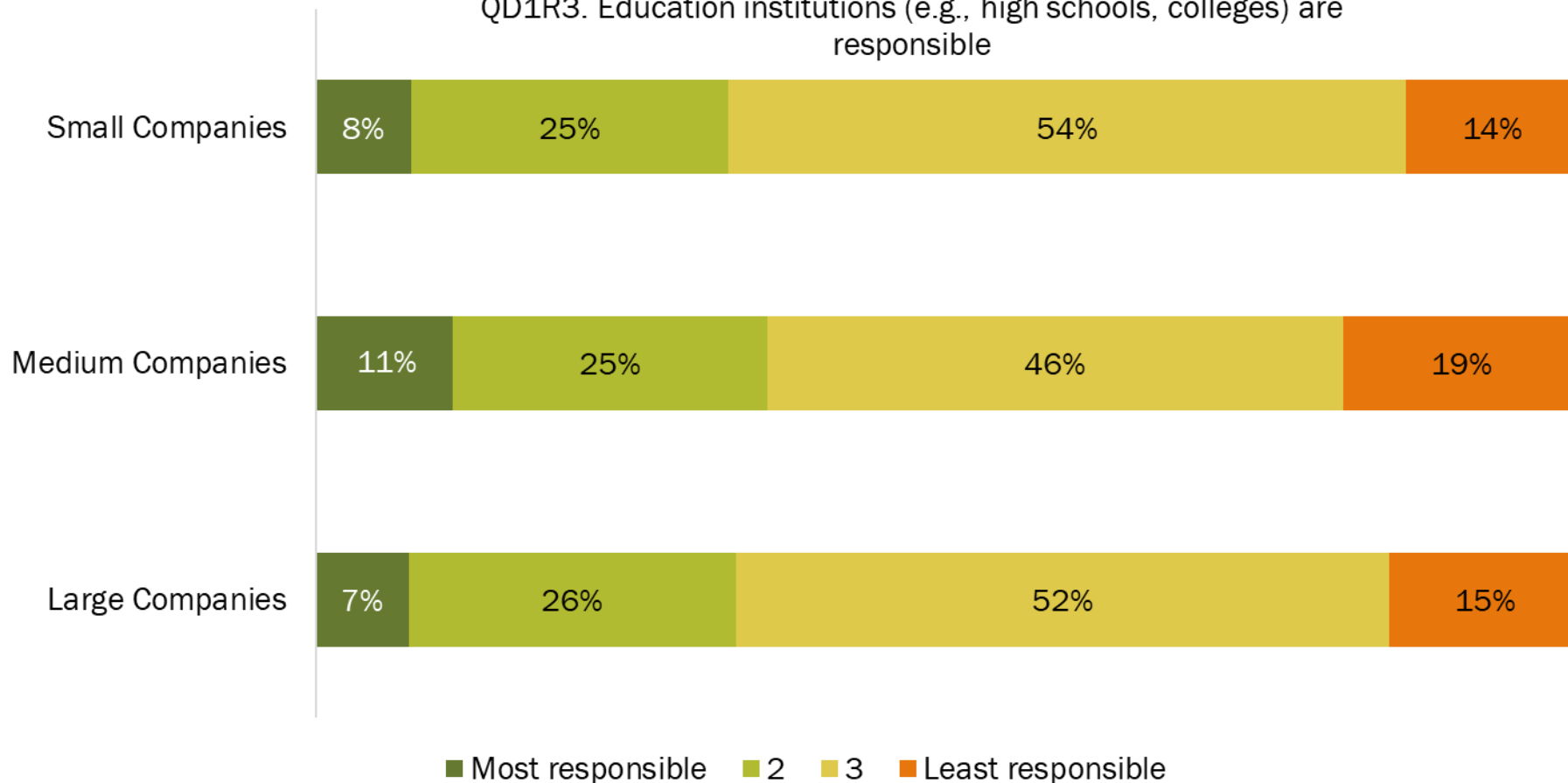
N = 1,115 (35 respondents responded “I don’t know”)

Final Thoughts

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D1. Who is responsible for the overall upward mobility of low-wage employees? Please rank the following options from most responsible to least responsible:

QD1R3. Education institutions (e.g., high schools, colleges) are responsible

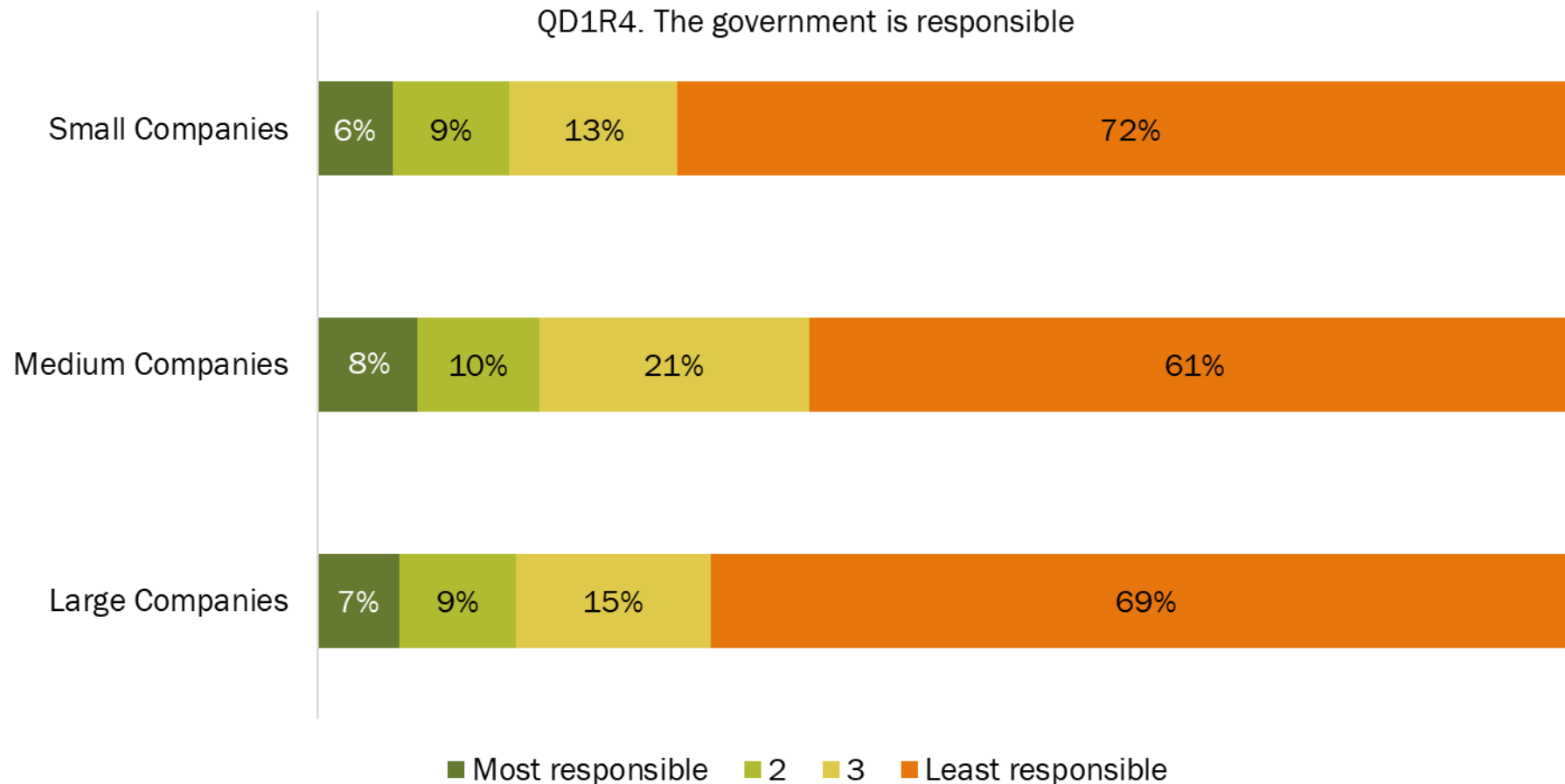


N = 1,115 (35 respondents responded “I don’t know”)

Final Thoughts

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D1. Who is responsible for the overall upward mobility of low-wage employees? Please rank the following options from most responsible to least responsible:



N = 1,115 (35 respondents responded “I don’t know”)

Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

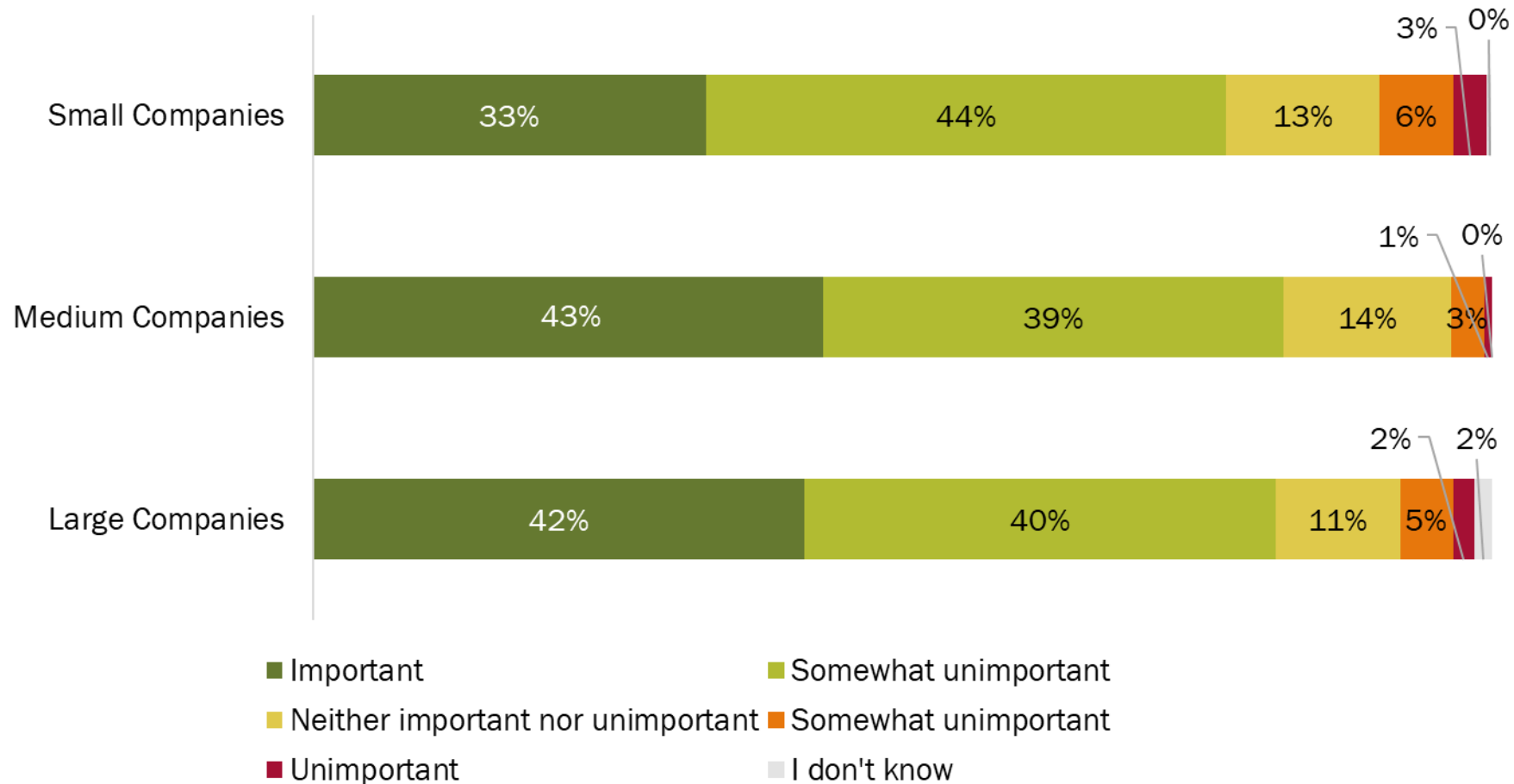
D2. How would you grade your company's performance in increasing the upward mobility of your company's low-wage employees?



Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D3. How important is it for your company's future success and competitiveness to invest time and effort in the upward mobility of your low-wage employees in the future (e.g., through implementing more actions like those listed above)?

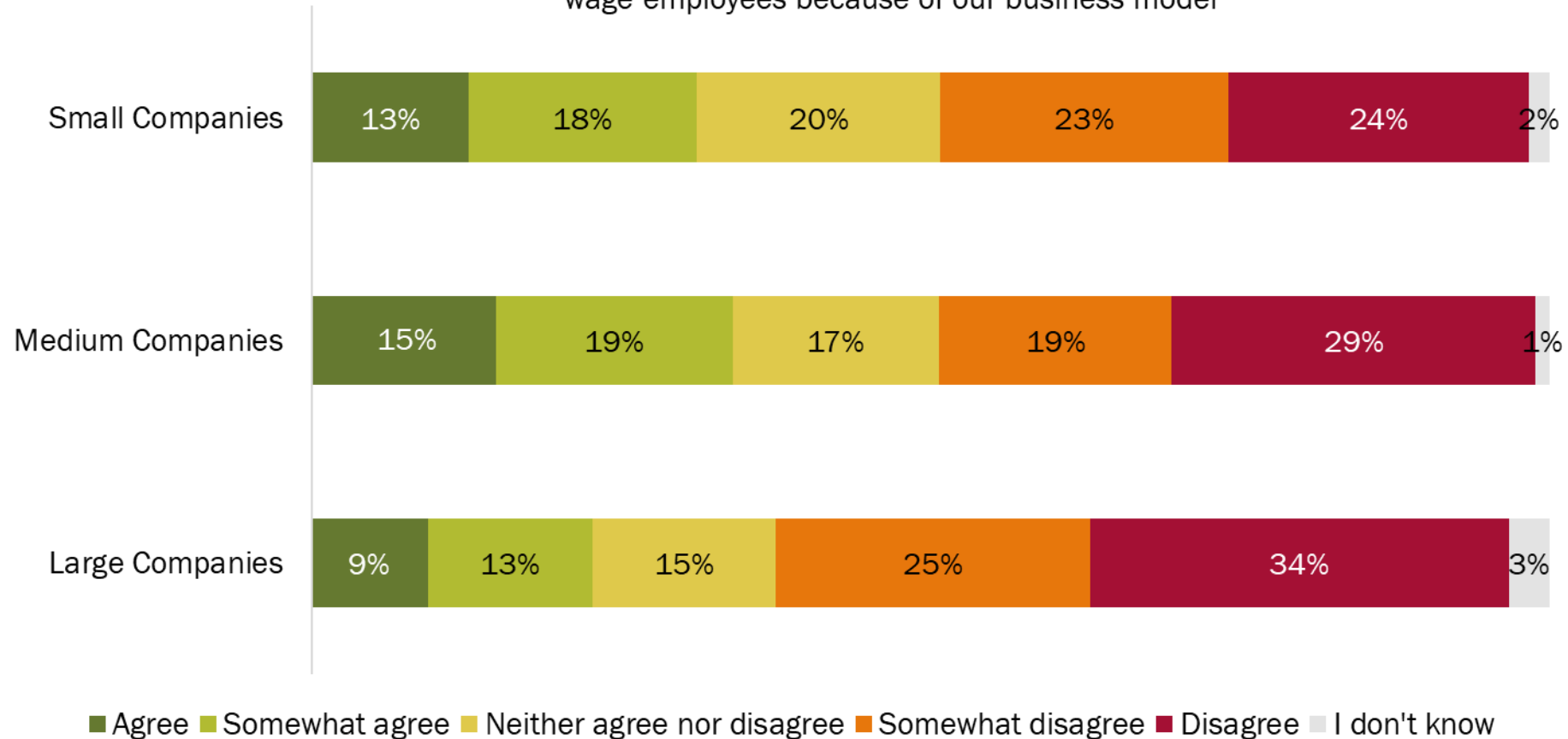


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D4. Please tell us how strongly you agree or disagree with the following statements.

QD4R1. My company has no need to invest in the upward mobility of low-wage employees because of our business model

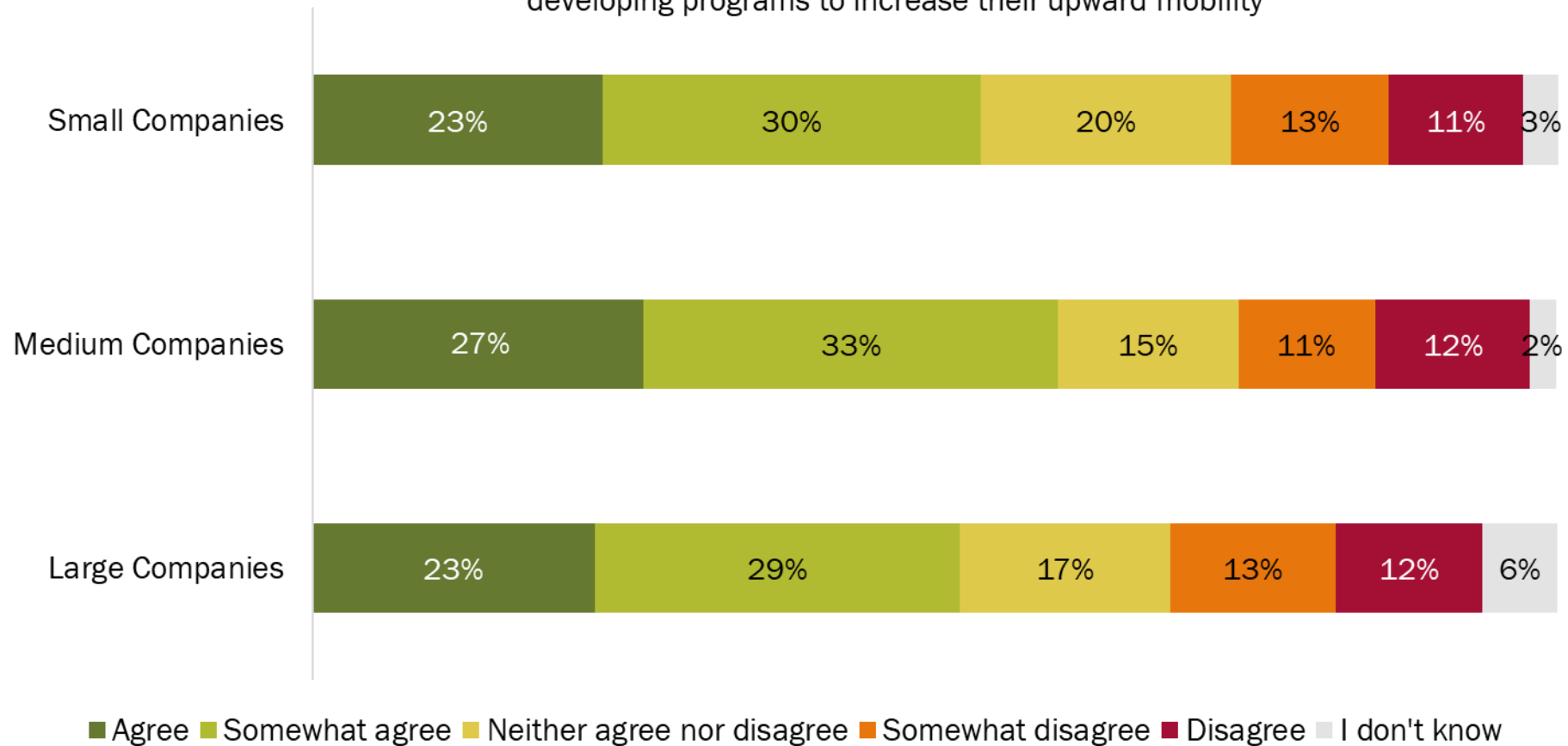


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D4. Please tell us how strongly you agree or disagree with the following statements.

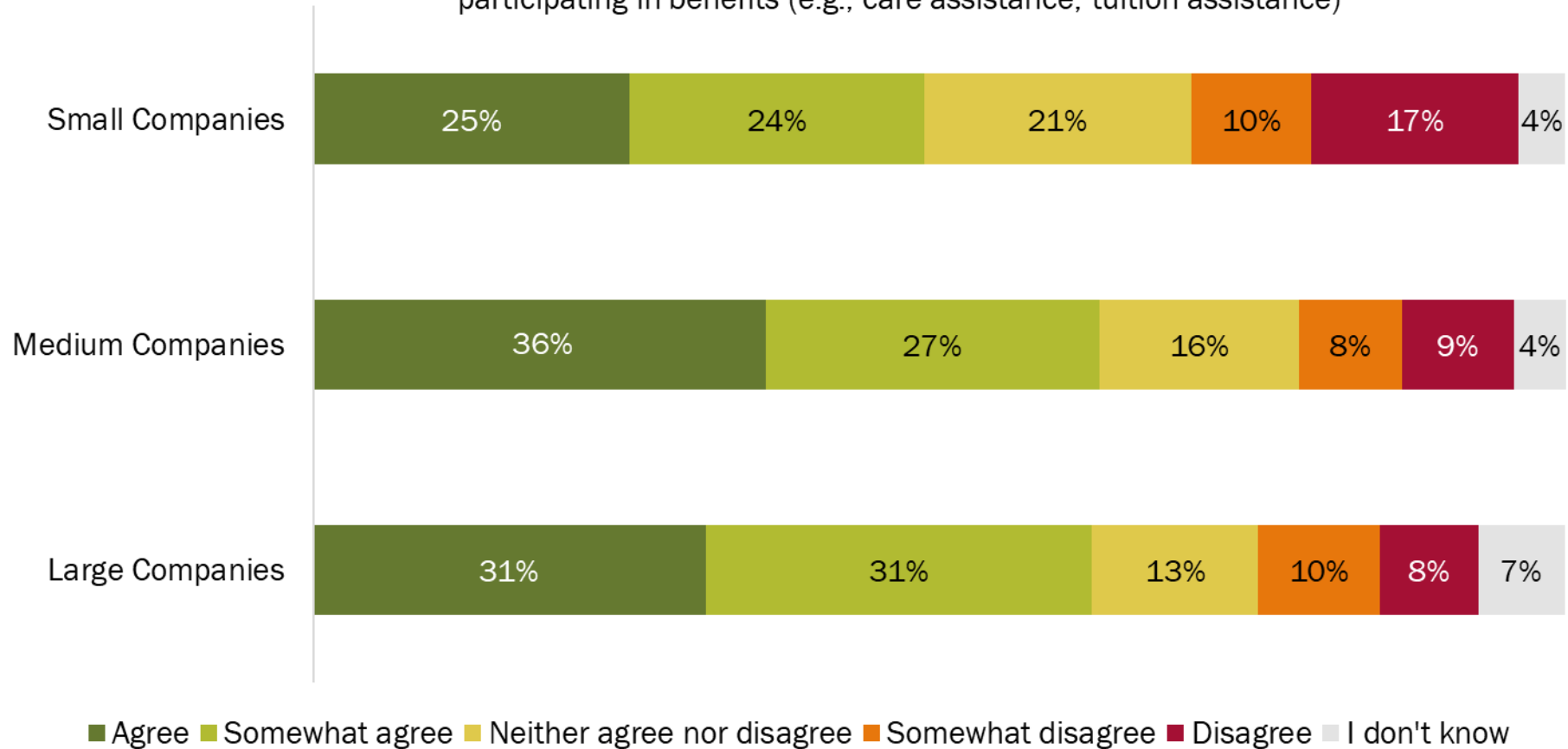
QD4R2. My company seeks input from low-wage employees when developing programs to increase their upward mobility



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D4. Please tell us how strongly you agree or disagree with the following statements.

QD4R3. My company tracks whether low-wage employees are participating in benefits (e.g., care assistance, tuition assistance)

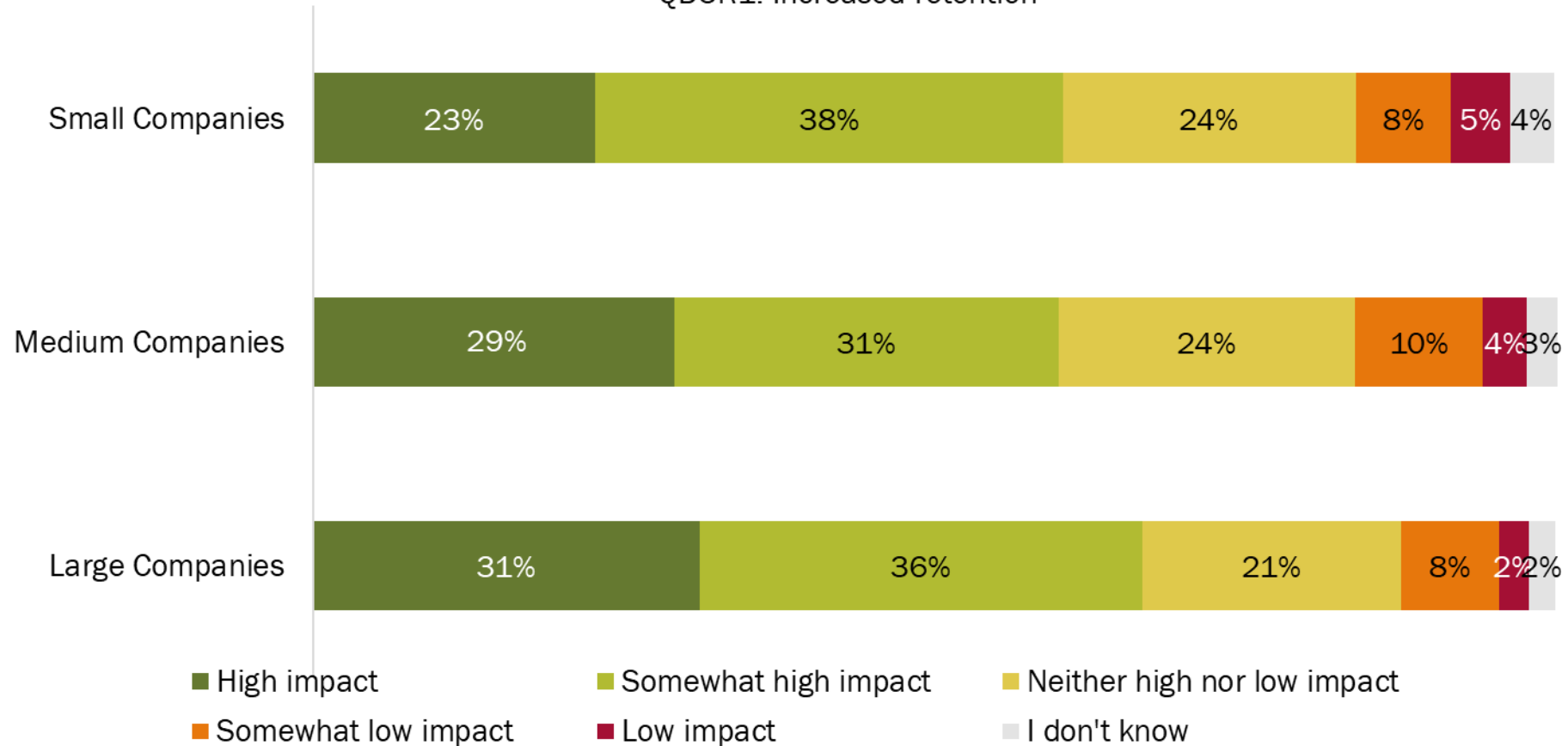


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R1. Increased retention

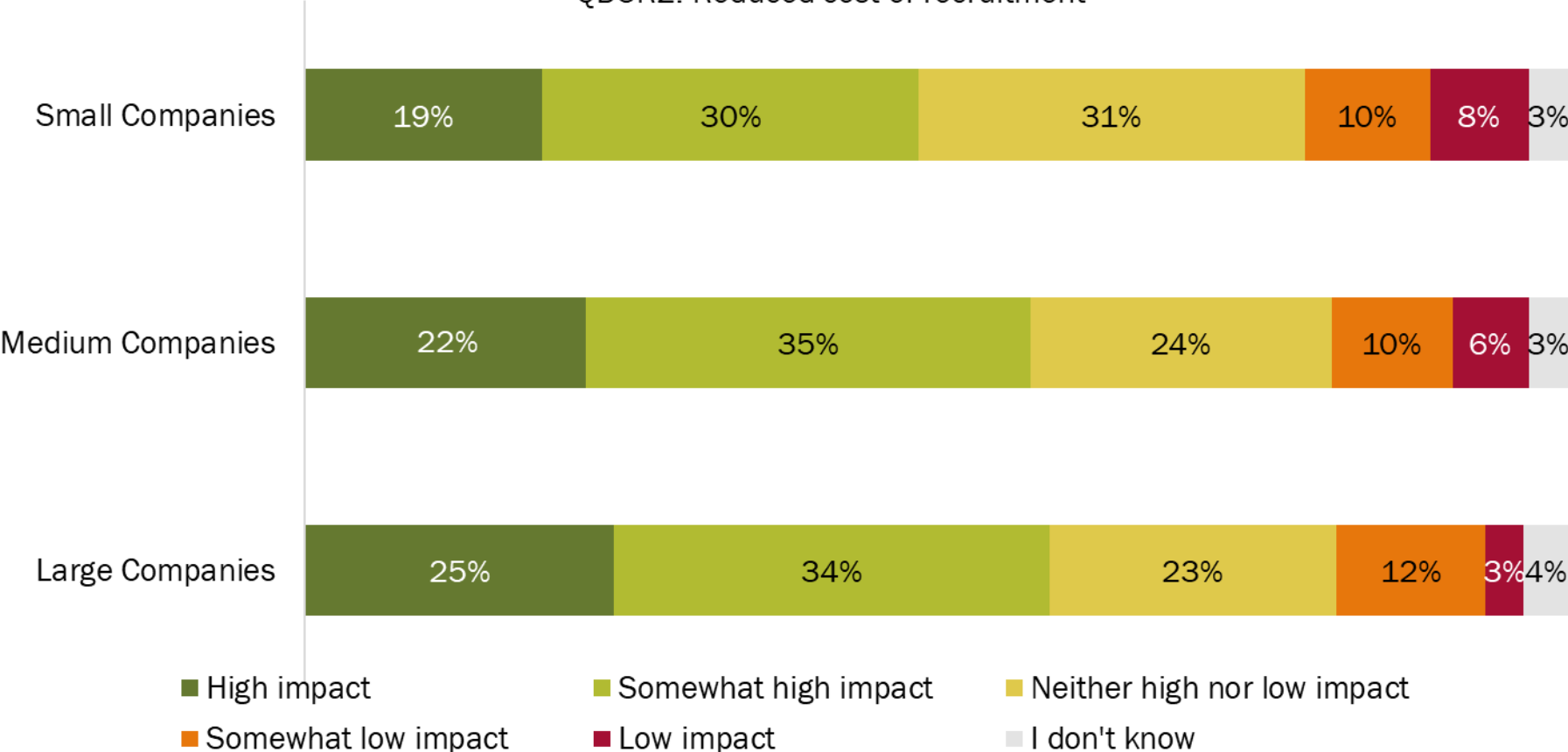


Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

Final Thoughts

D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company’s competitiveness:

QD5R2. Reduced cost of recruitment

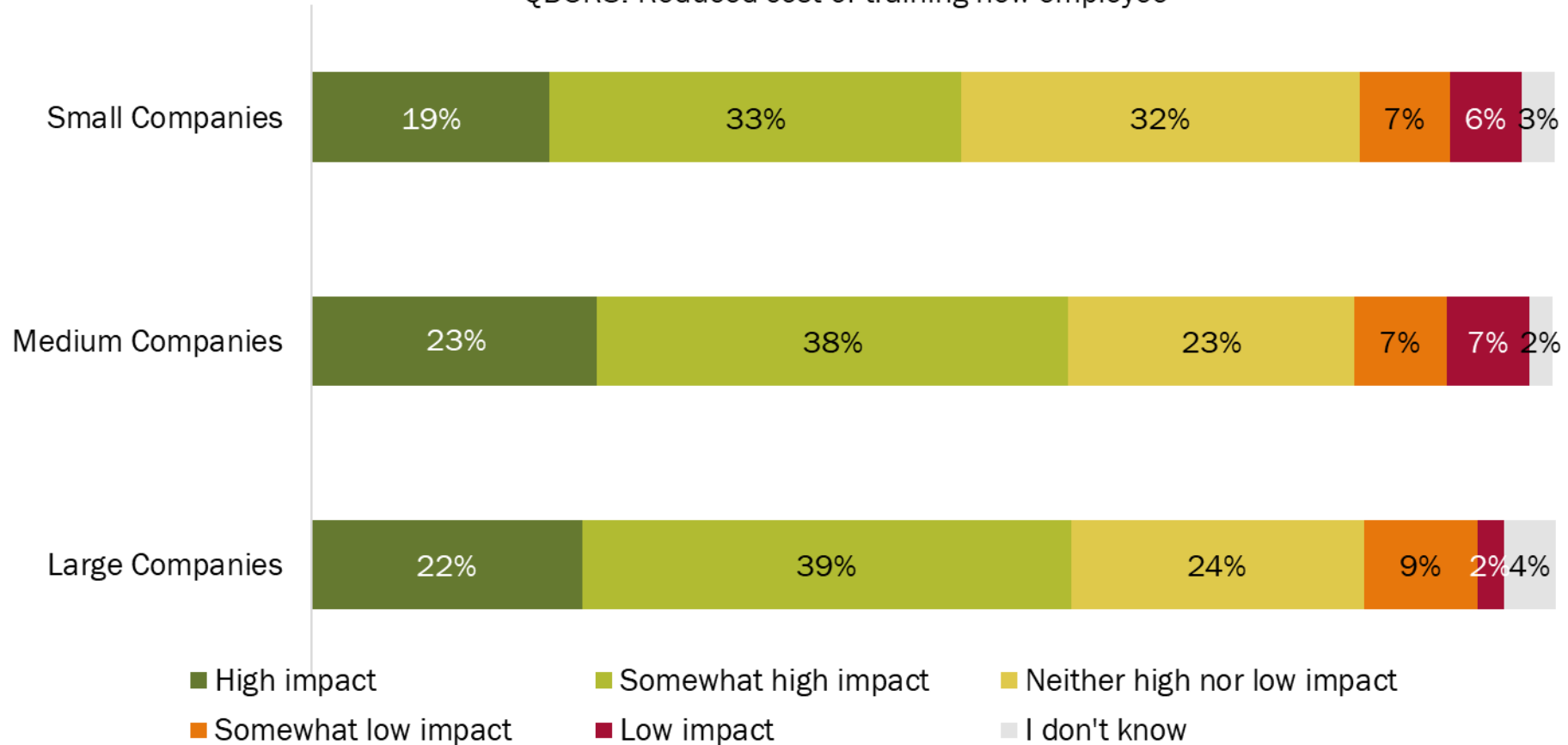


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R3. Reduced cost of training new employee

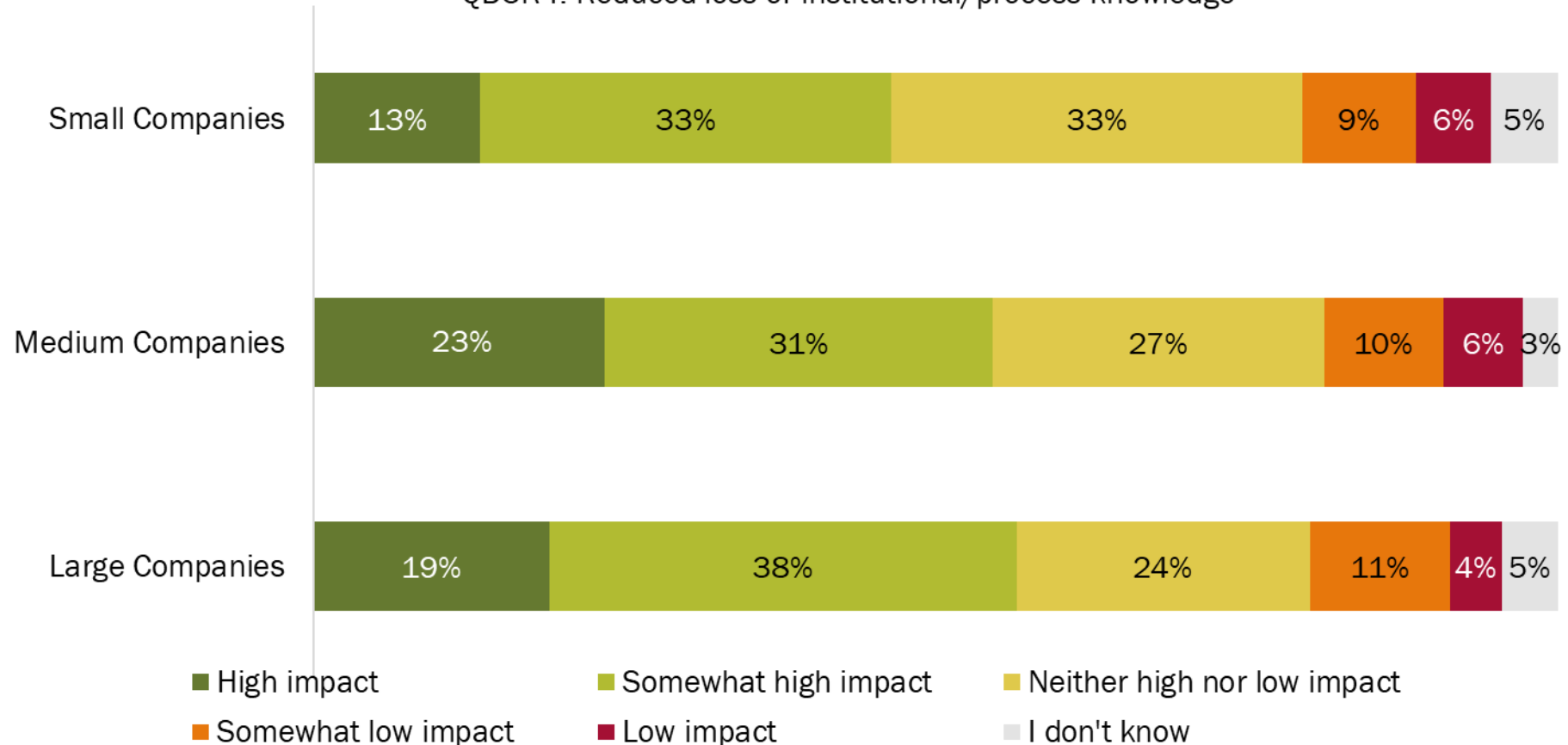


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R4. Reduced loss of institutional/process knowledge

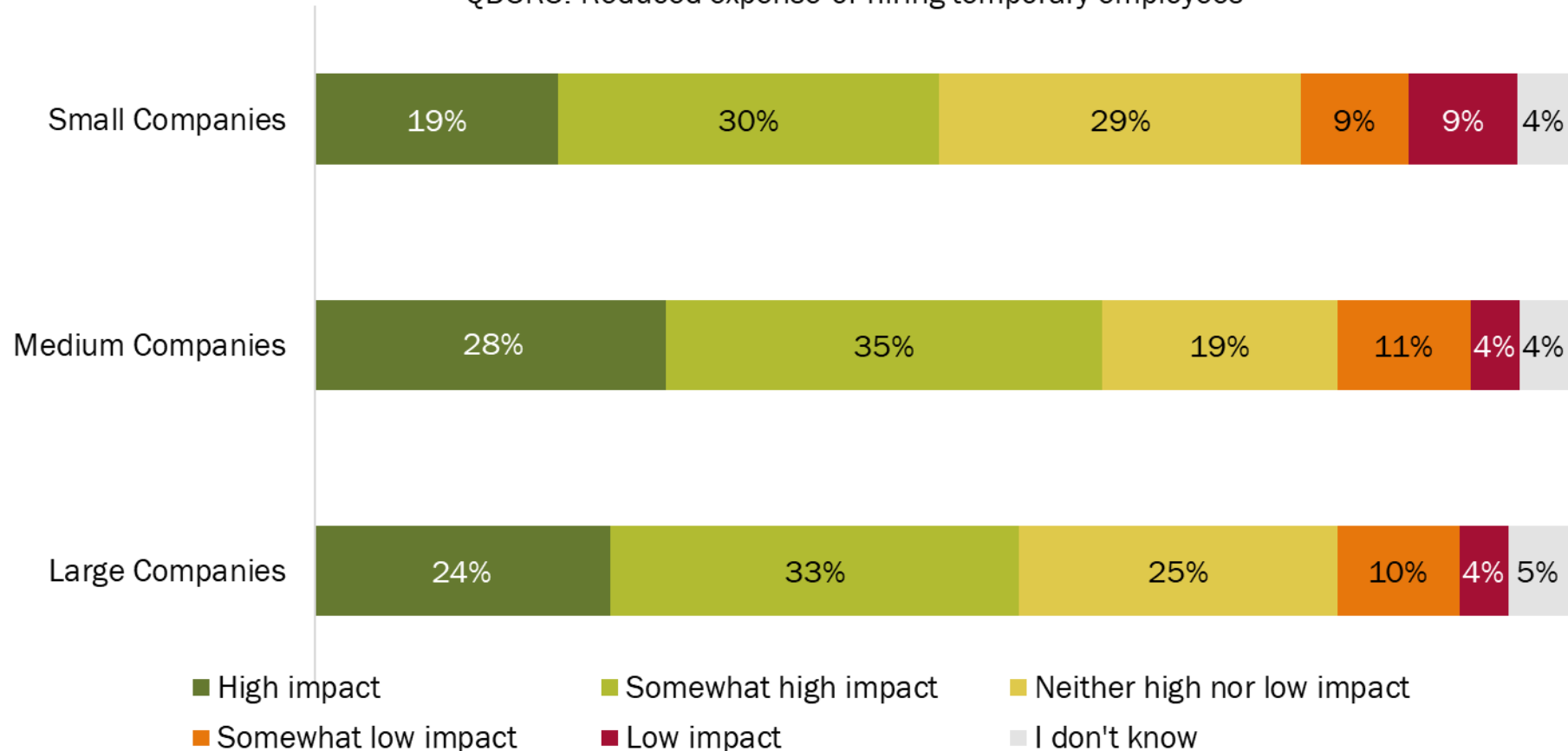


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R5. Reduced expense of hiring temporary employees

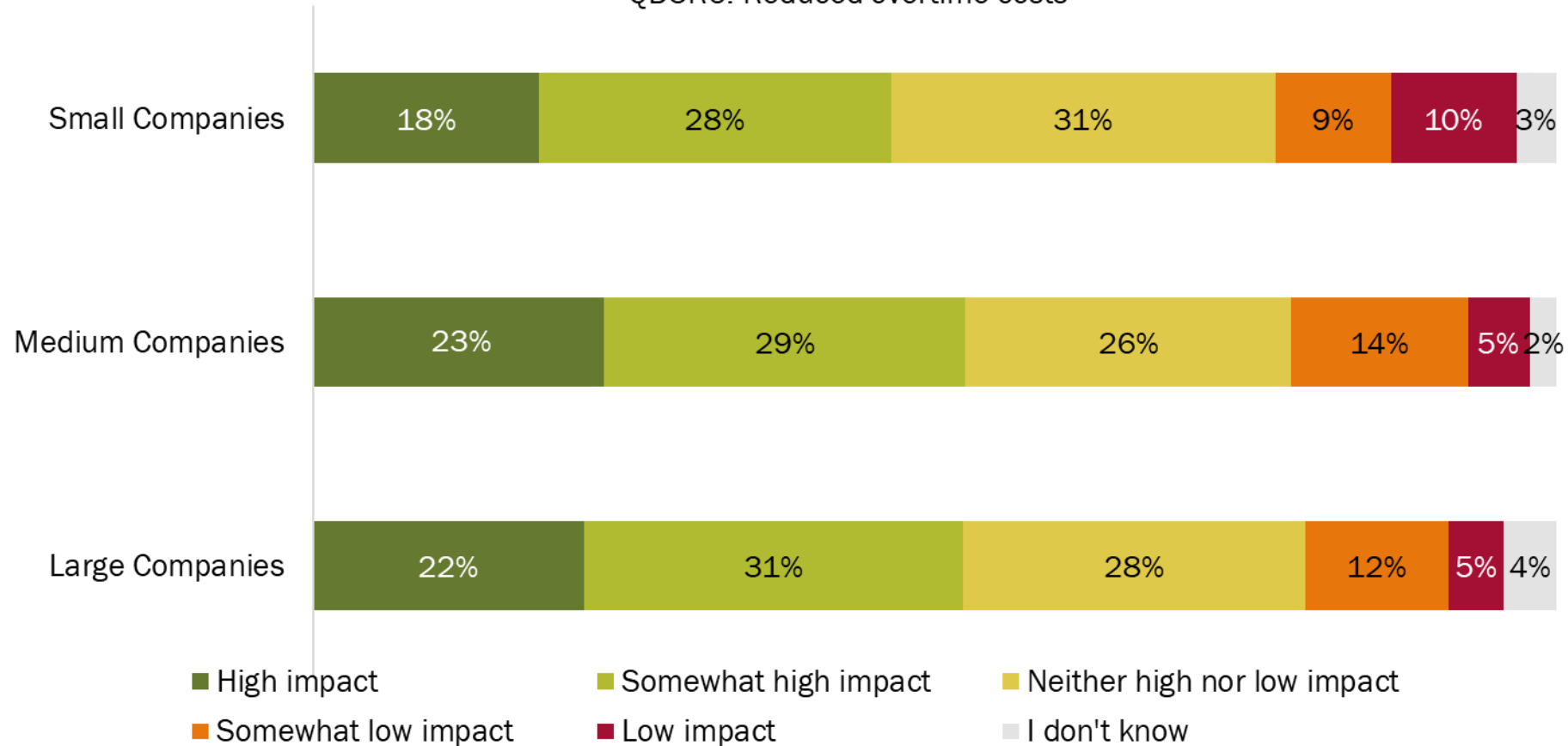


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R6. Reduced overtime costs

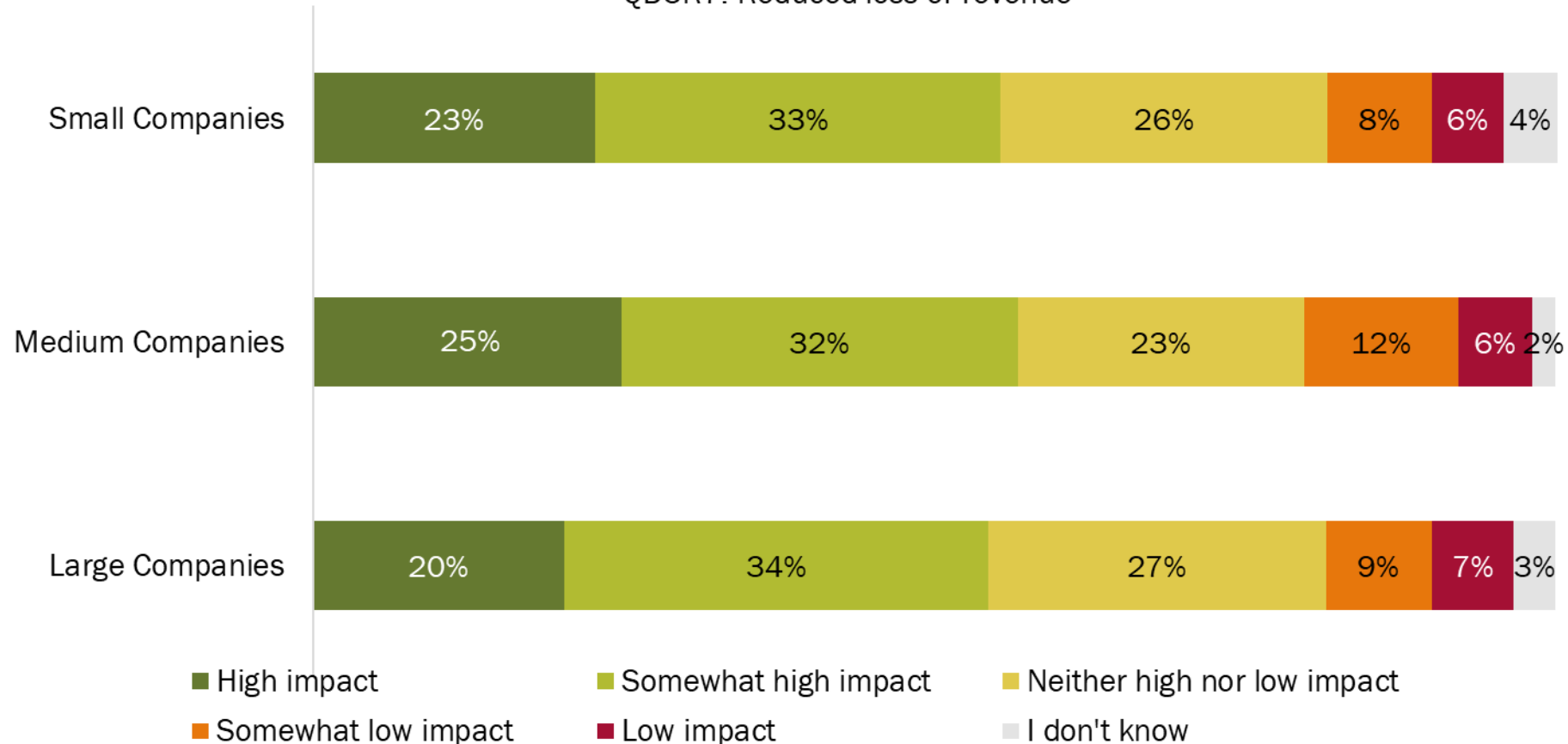


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R7. Reduced loss of revenue

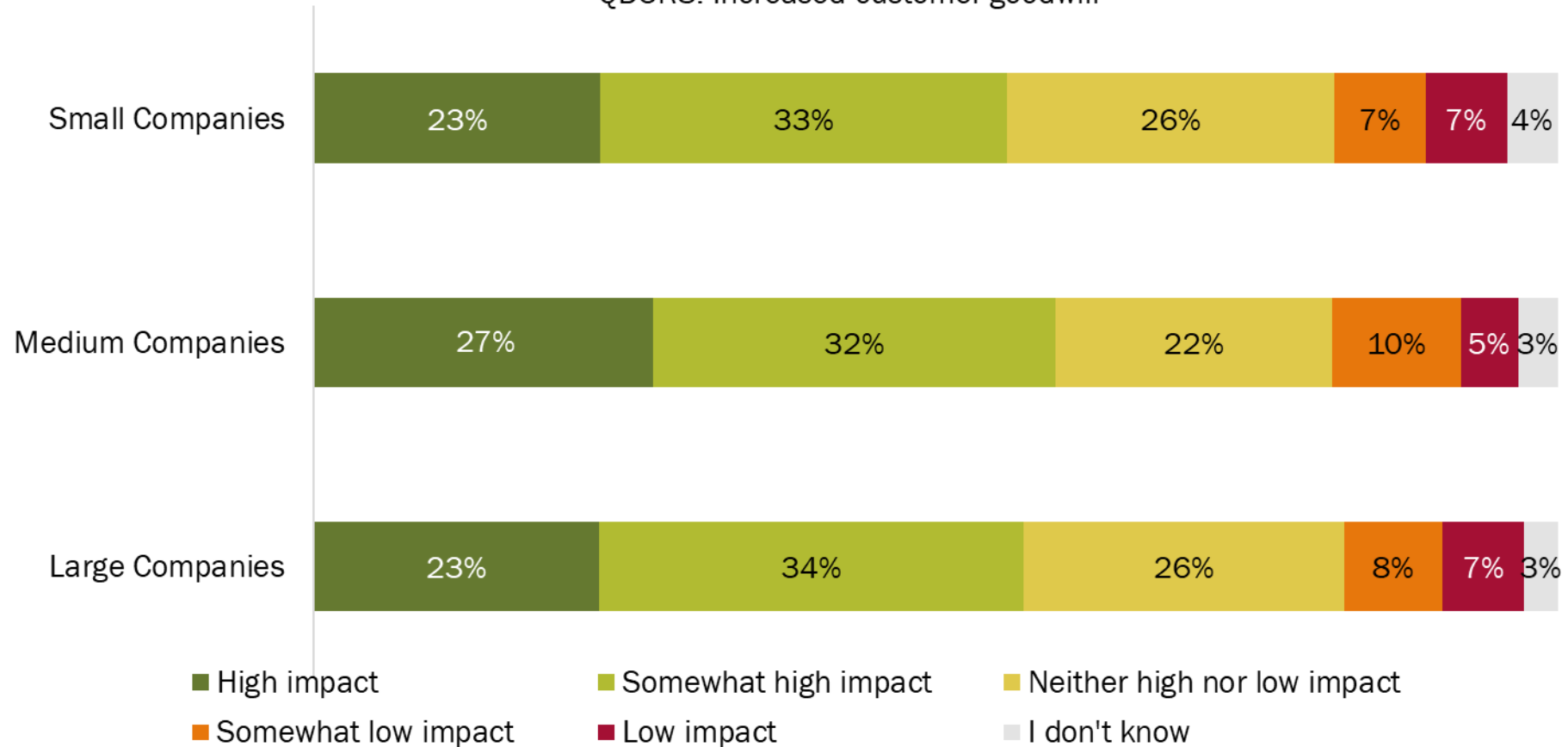


Final Thoughts

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D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R8. Increased customer goodwill

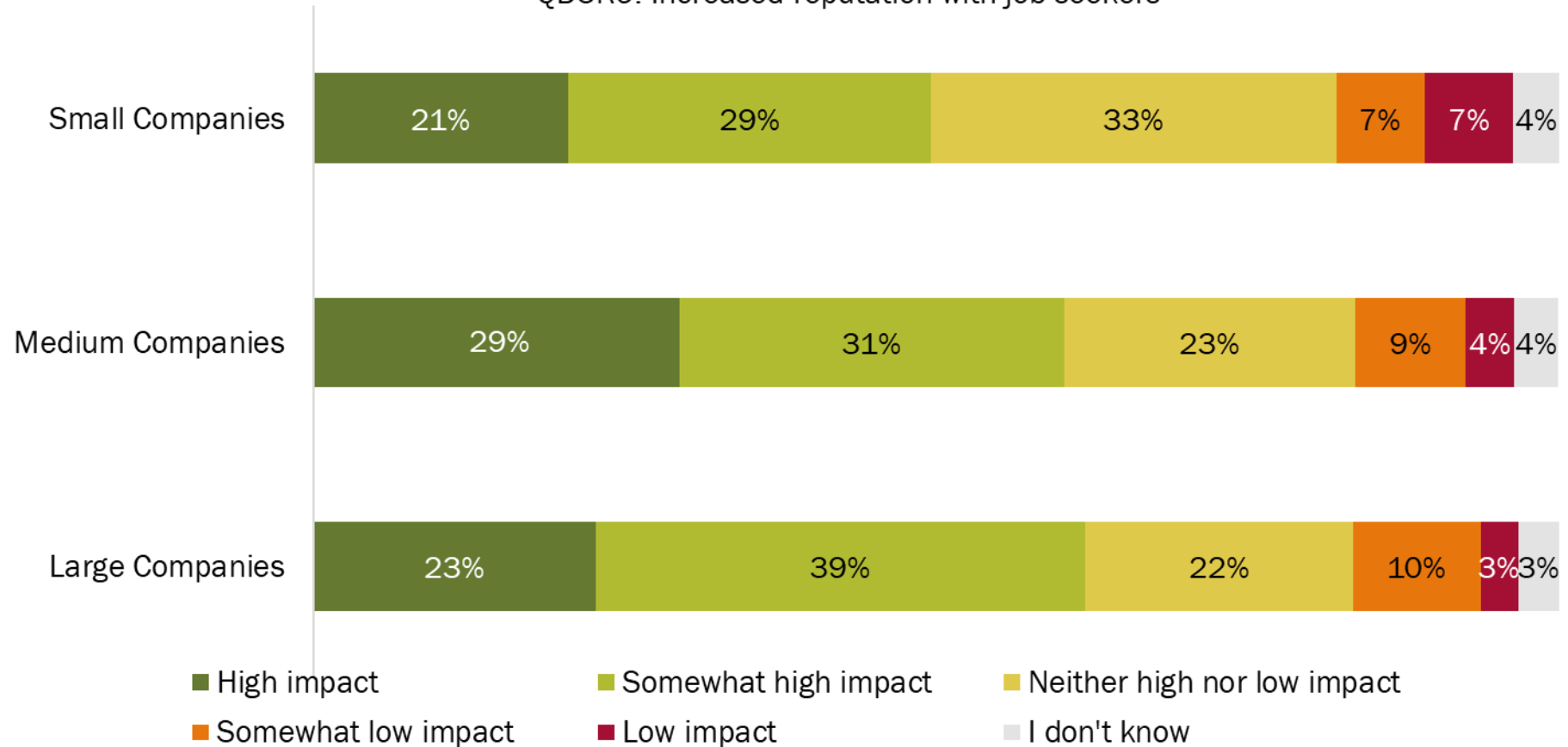


Final Thoughts

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D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R9. Increased reputation with job seekers

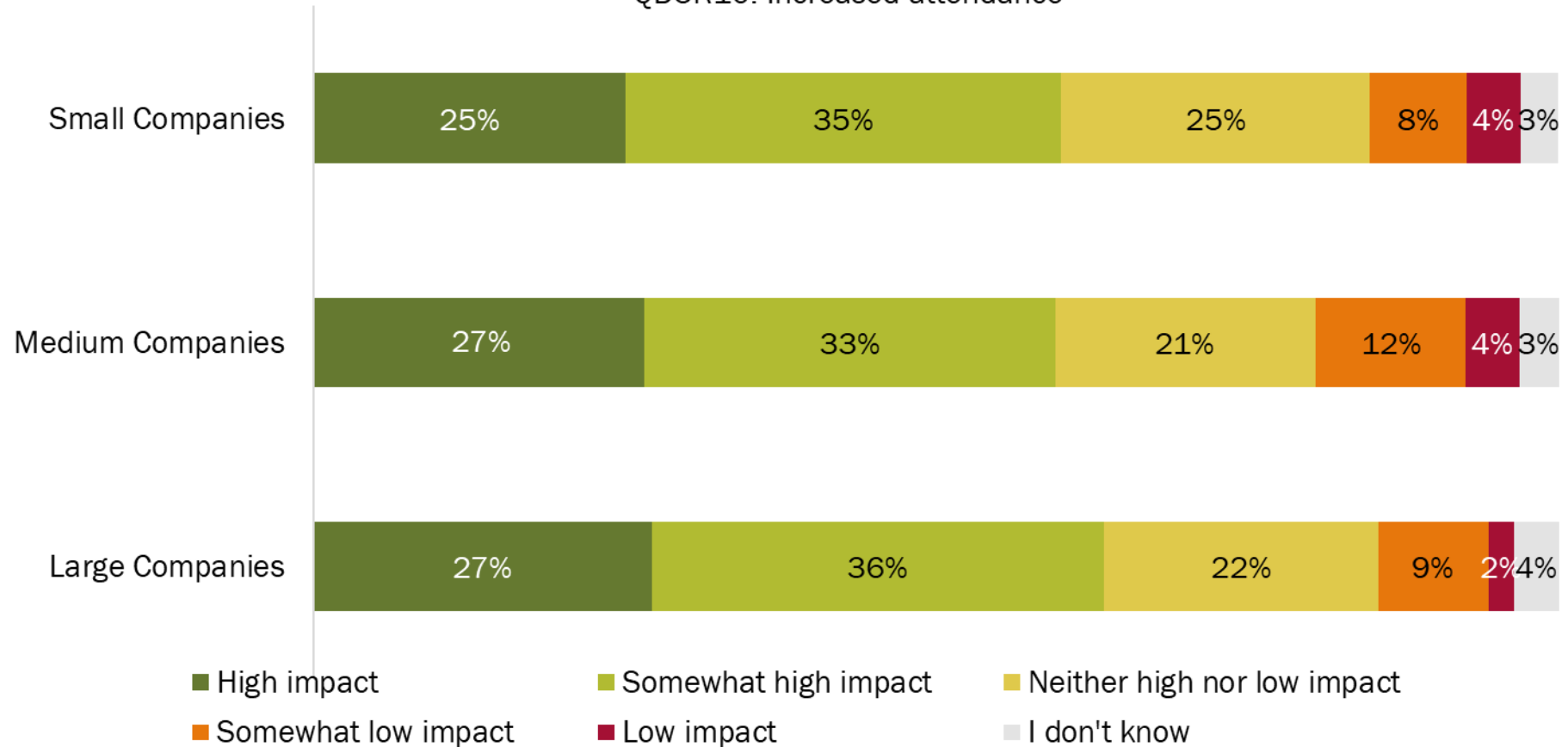


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R10. Increased attendance

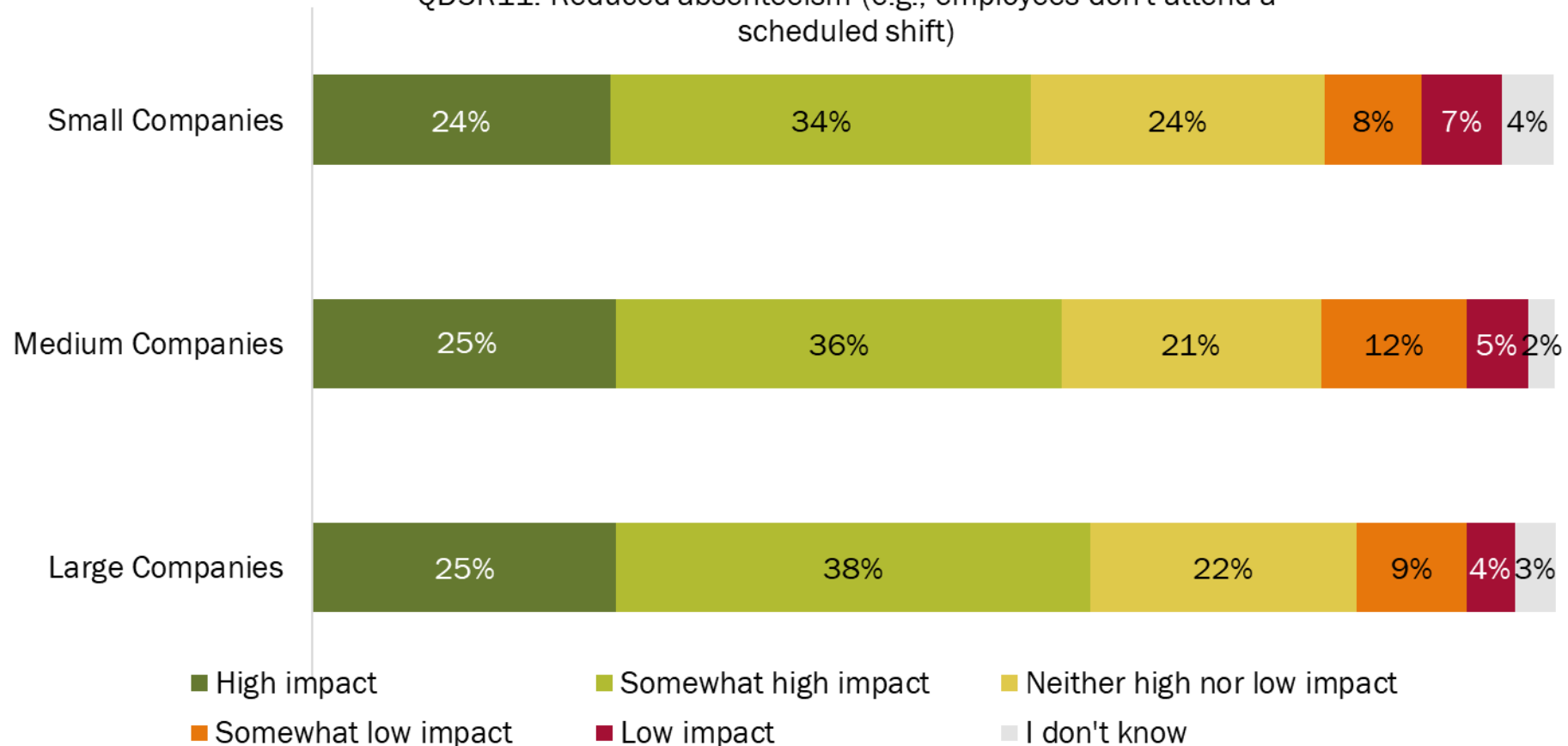


Final Thoughts

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D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R11. Reduced absenteeism (e.g., employees don't attend a scheduled shift)

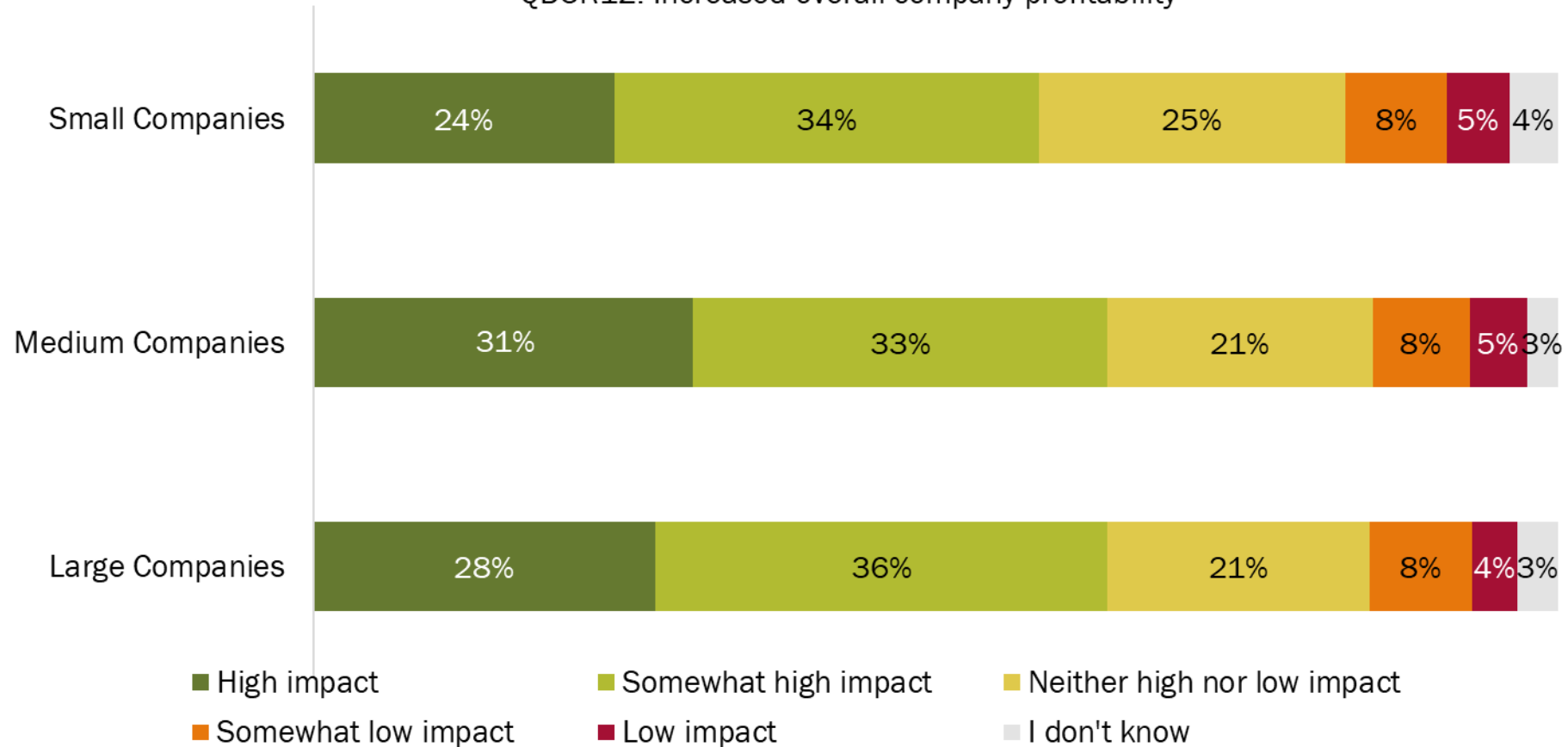


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R12. Increased overall company profitability

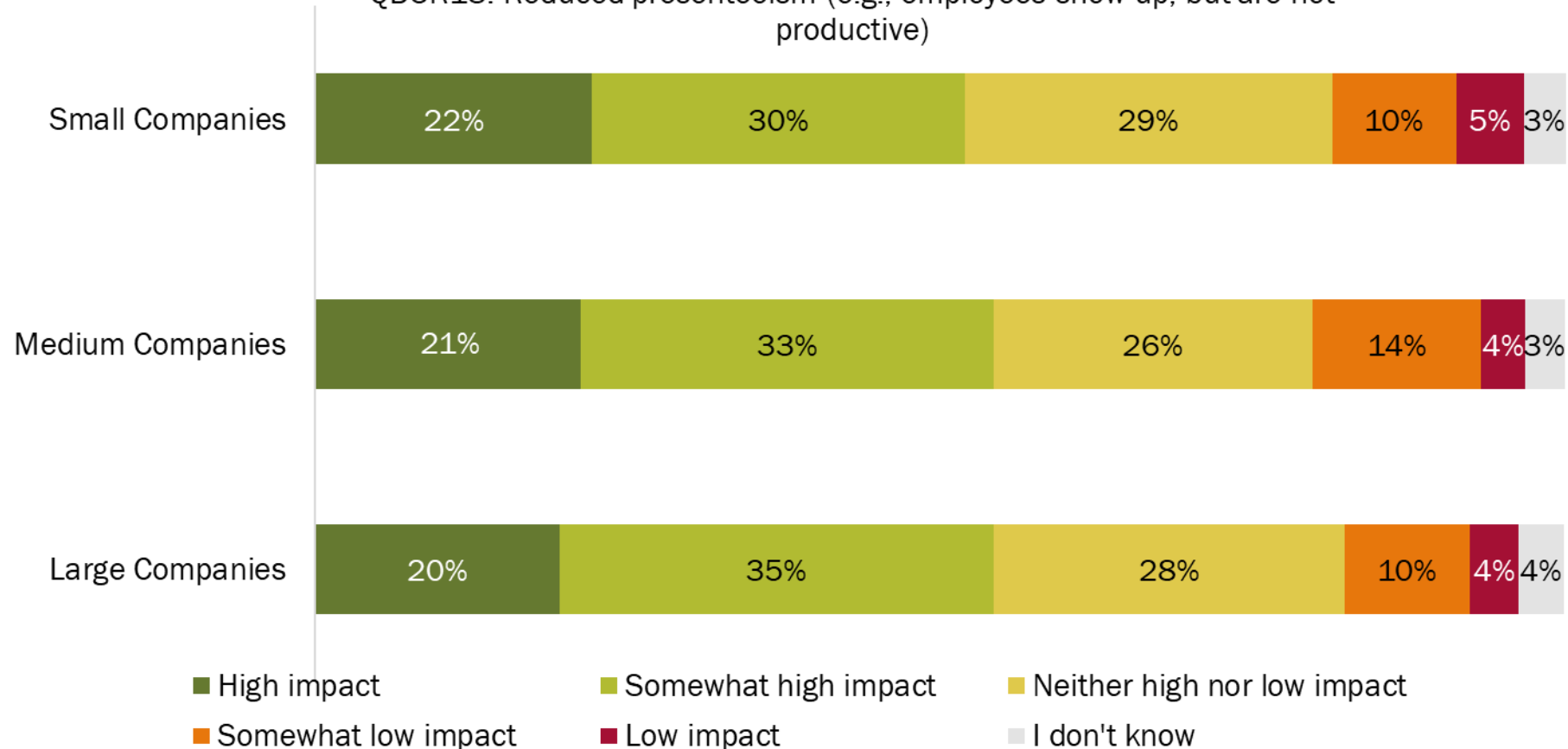


Final Thoughts

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R13. Reduced presenteeism (e.g., employees show up, but are not productive)

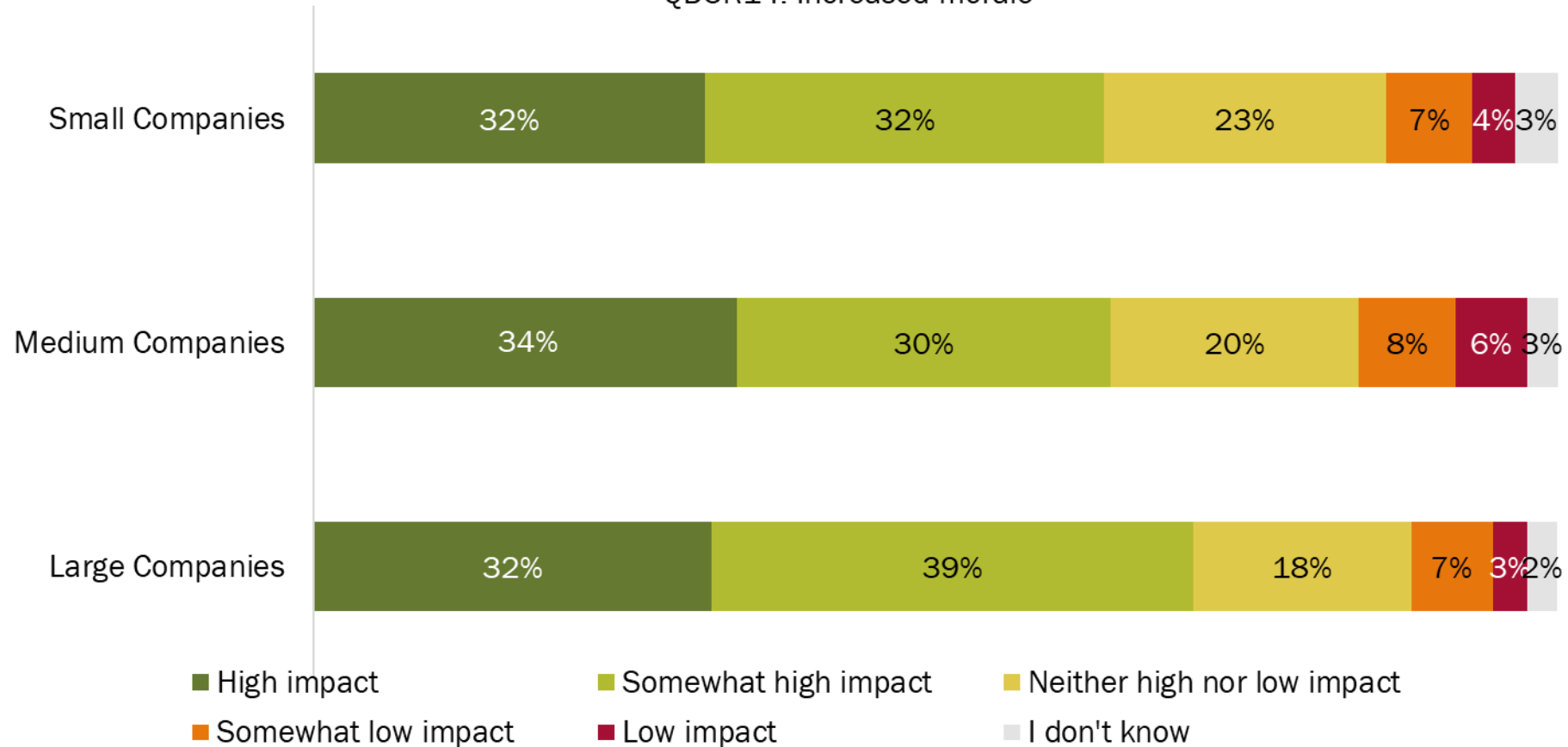


Final Thoughts

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D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R14. Increased morale

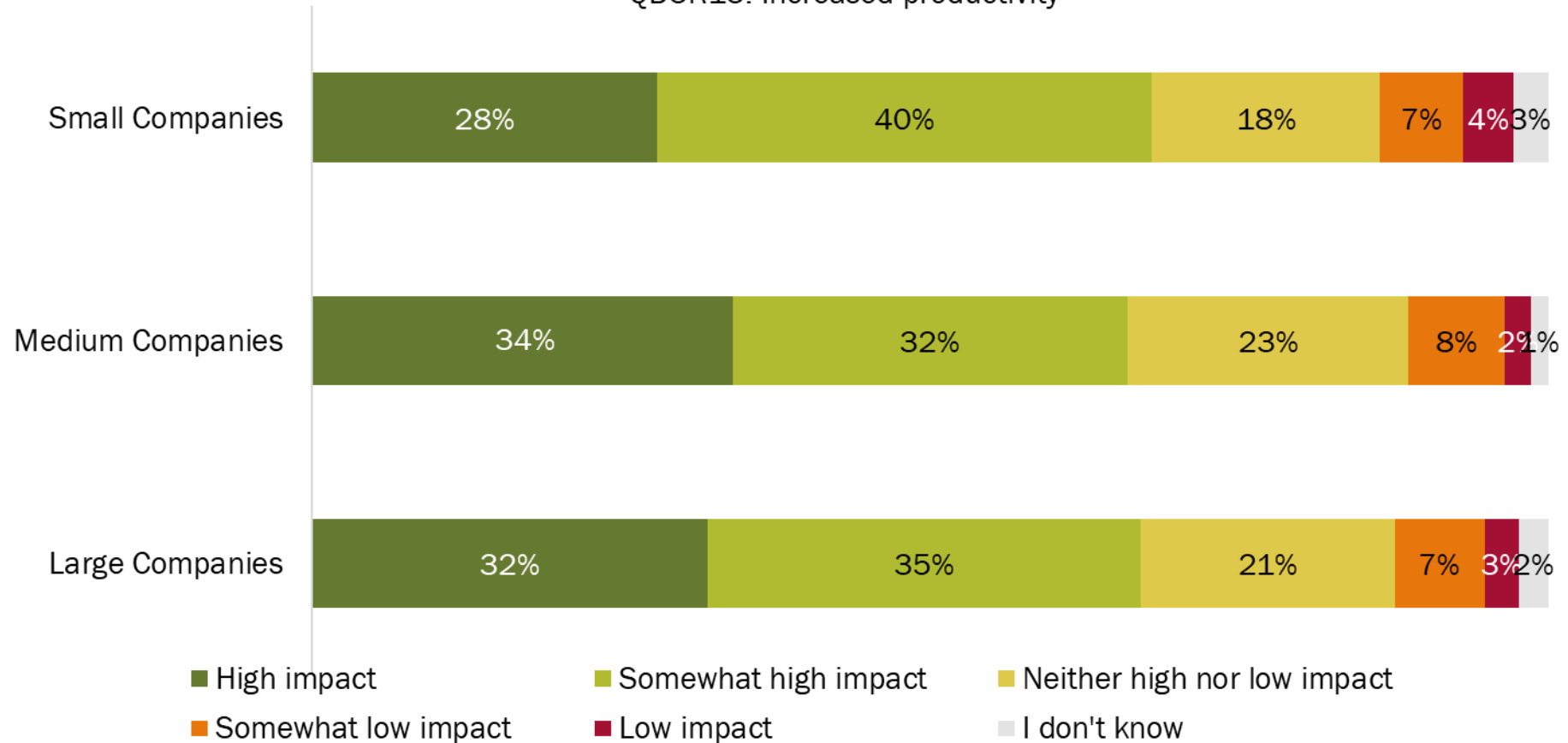


Final Thoughts

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D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R15. Increased productivity

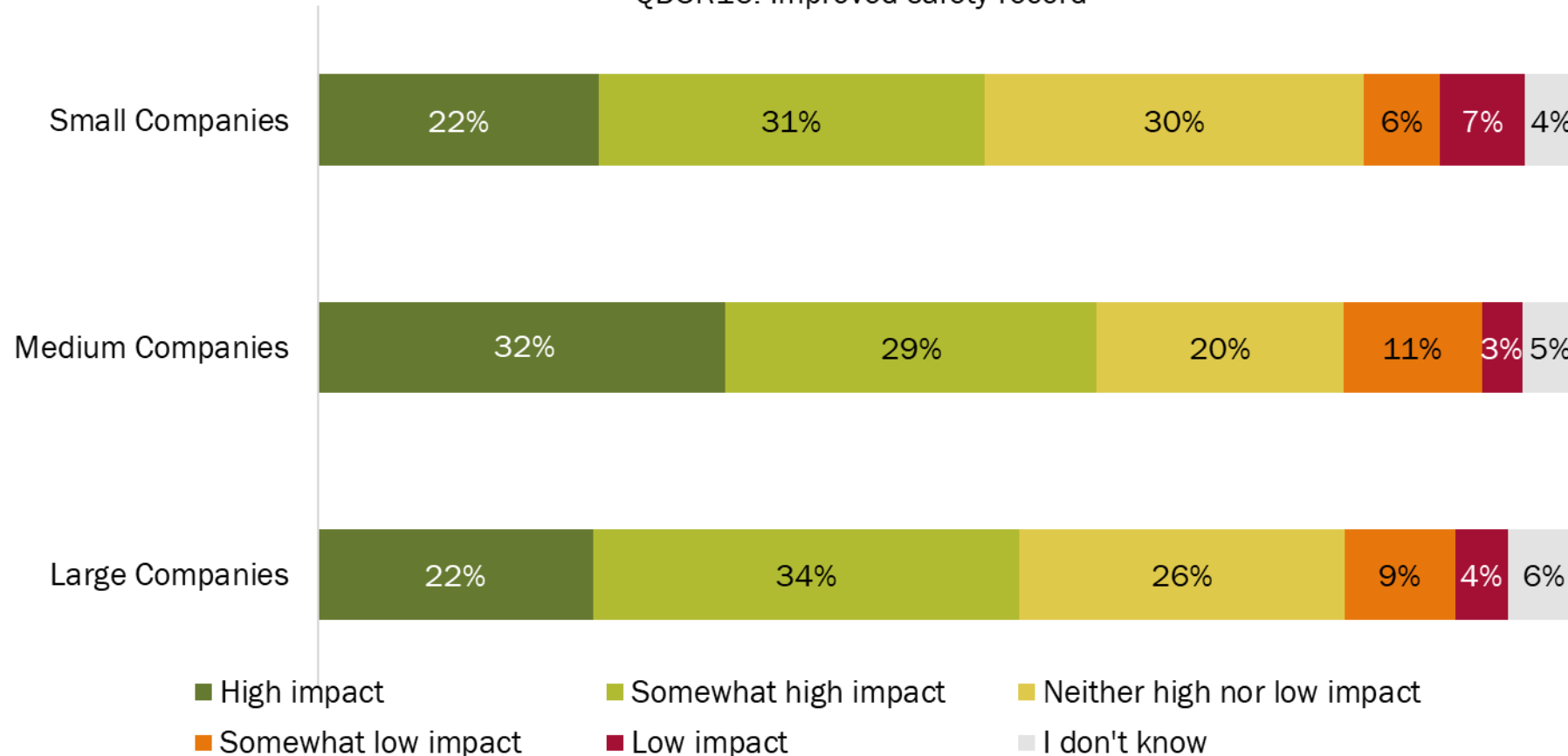


Final Thoughts

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D5. Think about the upward mobility practices your company has already implemented. Rate the impact of these practices on the following contributors to your company's competitiveness:

QD5R16. Improved safety record

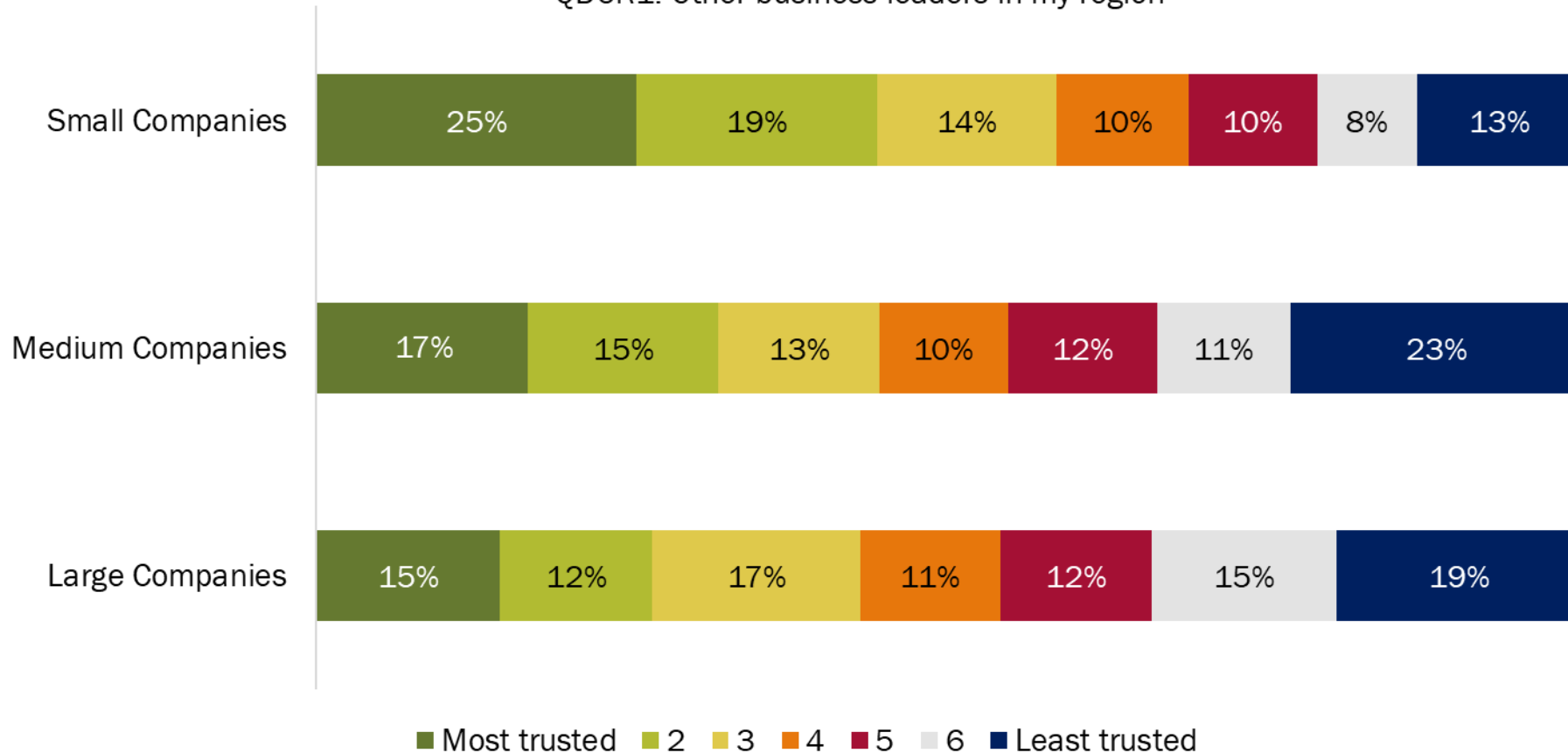


Final Thoughts

Source: “Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.,” September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D6. There are many influencers from whom you might learn best practices for upward mobility. Please rank your choices from most trusted to least trusted.

QD6R1. Other business leaders in my region



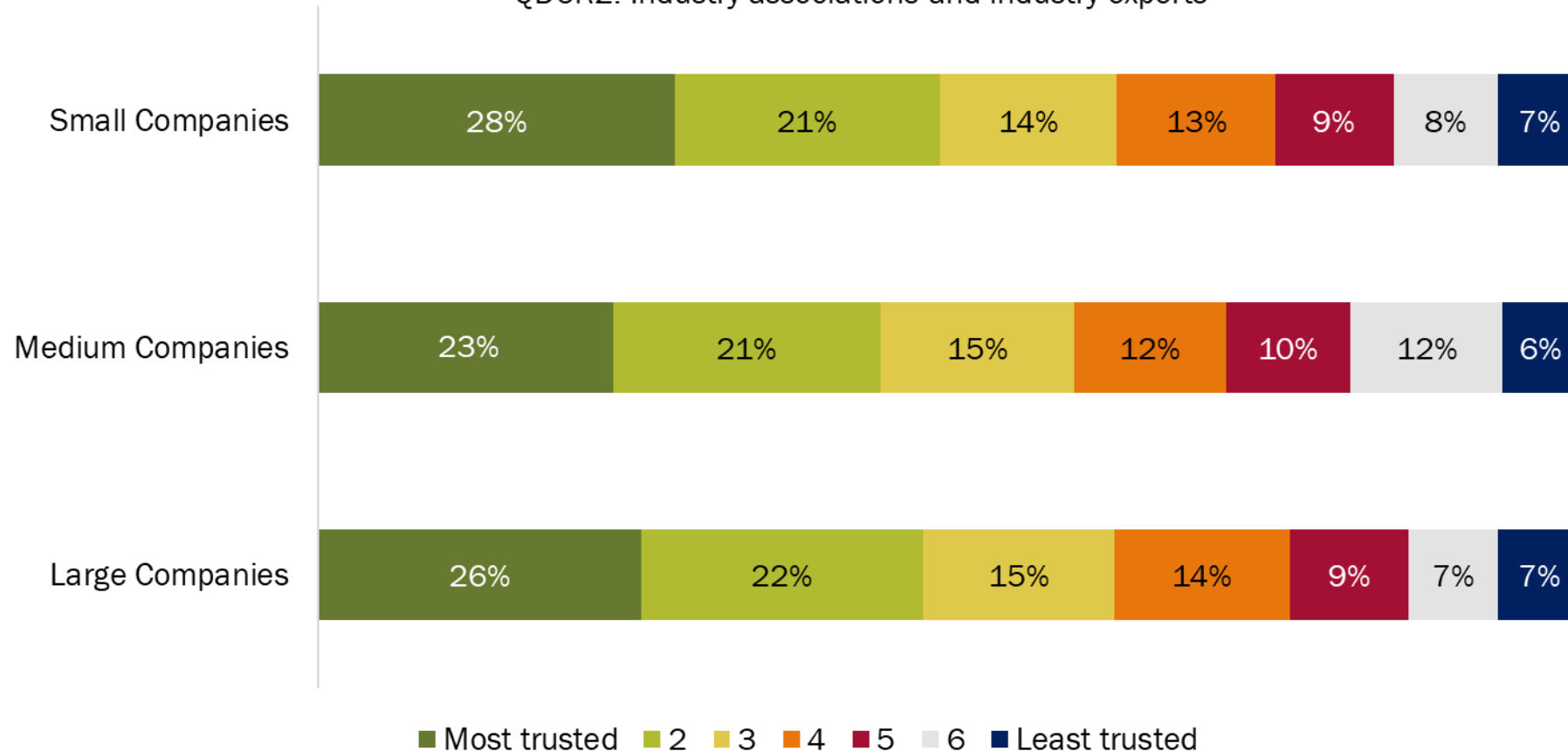
N = 1,063 (87 people responded “None of the above”)

Final Thoughts

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D6. There are many influencers from whom you might learn best practices for upward mobility. Please rank your choices from most trusted to least trusted.

QD6R2. Industry associations and industry experts



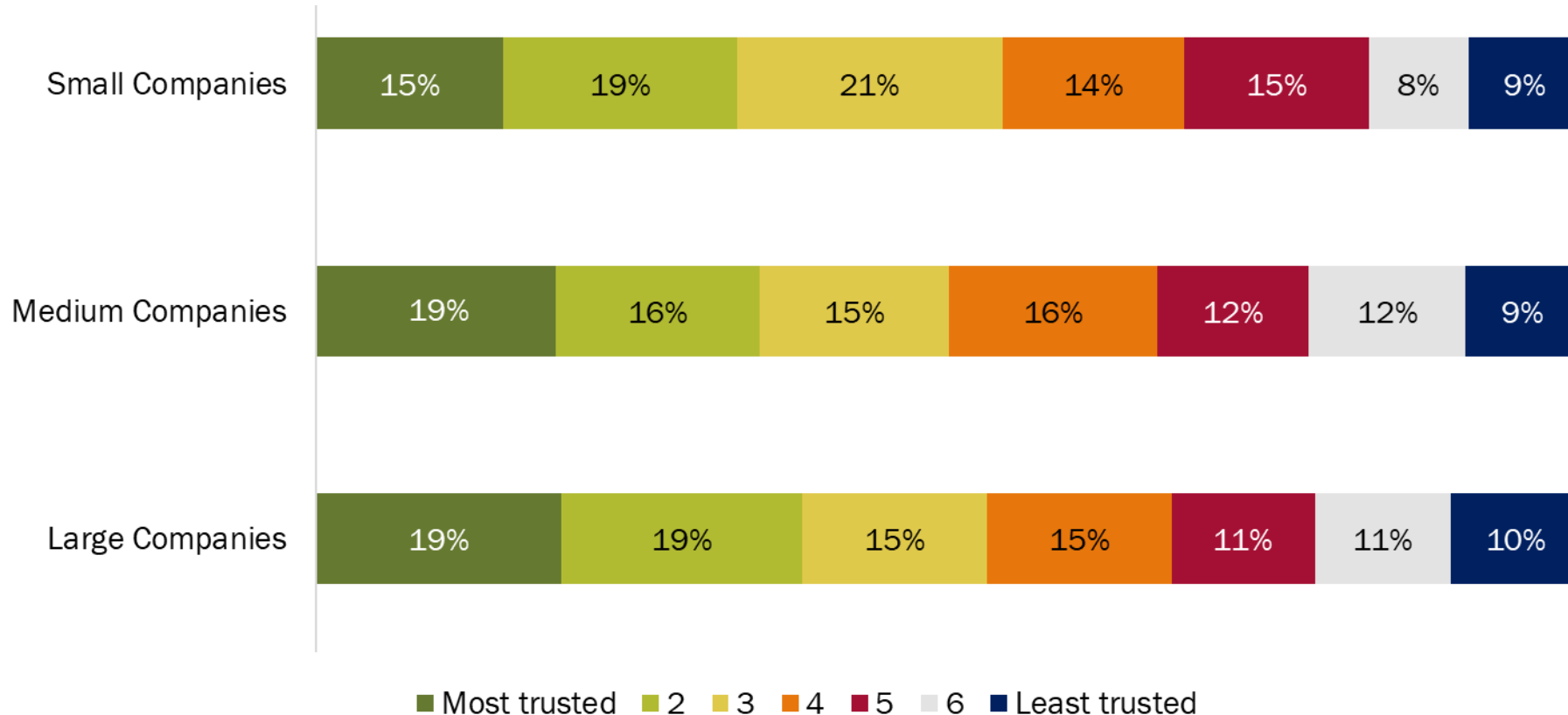
N = 1,063 (87 people responded “None of the above”)

Final Thoughts

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D6. There are many influencers from whom you might learn best practices for upward mobility. Please rank your choices from most trusted to least trusted.

QD6R3. Membership organizations who instruct in best practices (e.g., U.S. Chambers of Commerce, Society for Human Resources Management [SHRM], etc.)



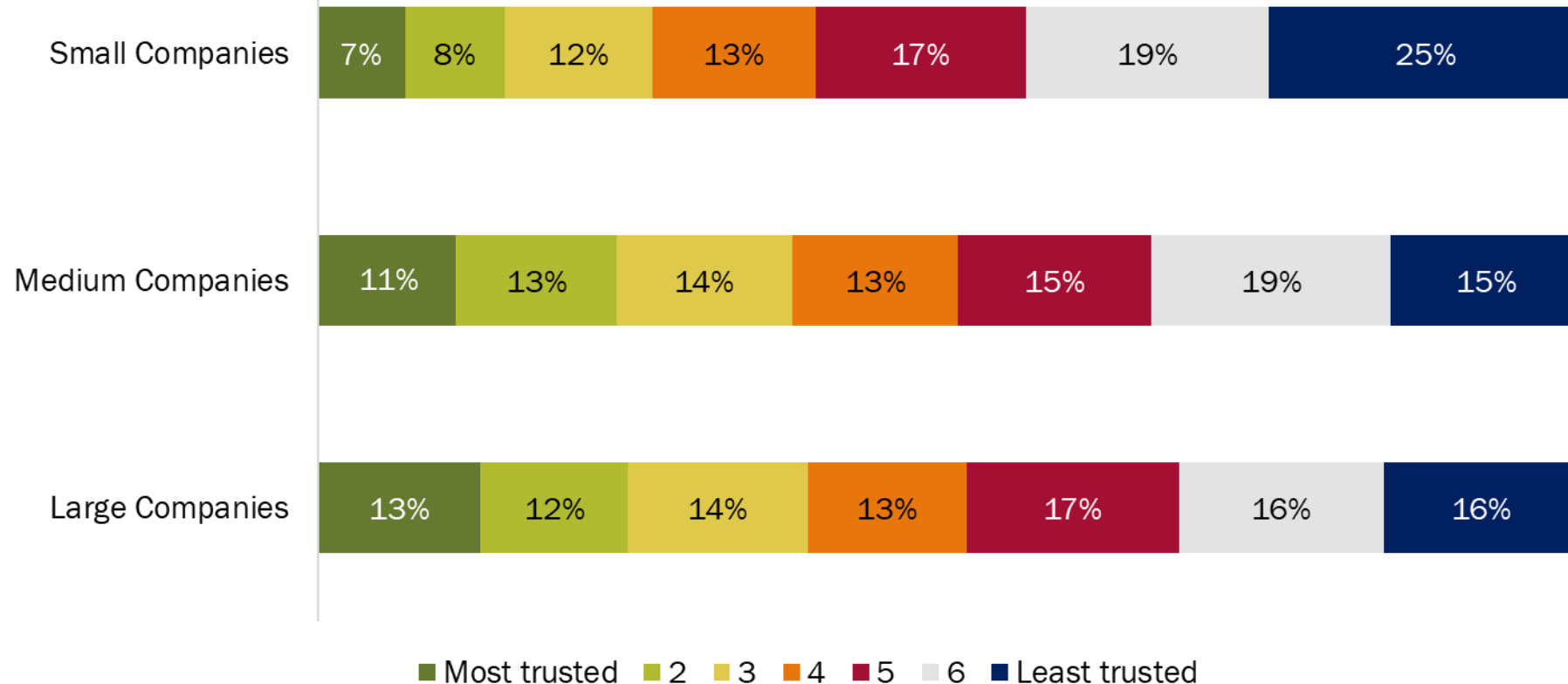
N = 1,063 (87 people responded “None of the above”)

Final Thoughts

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D6. There are many influencers from whom you might learn best practices for upward mobility. Please rank your choices from most trusted to least trusted.

QD6R4. The large (e.g., Fortune 500) companies whose supply chain my company is a part of



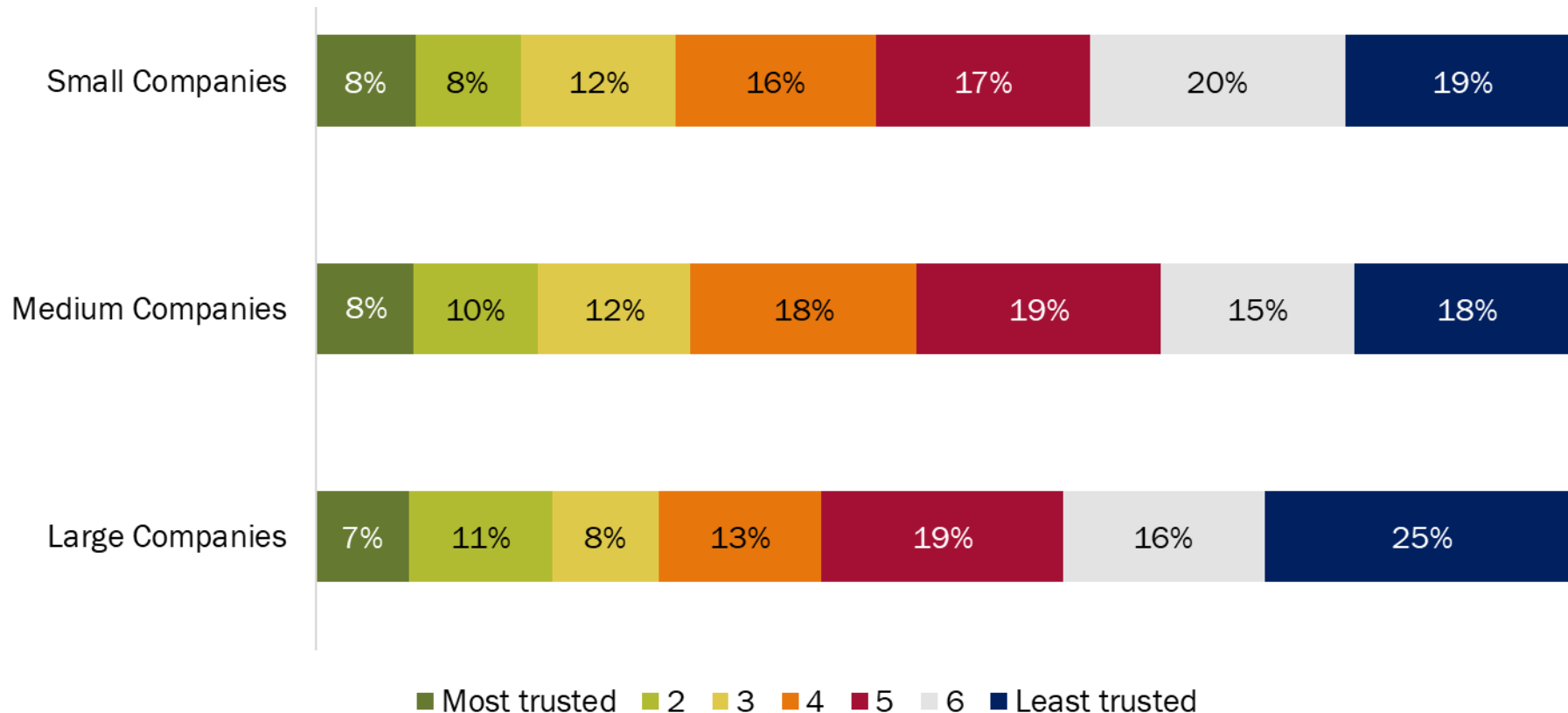
N = 1,063 (87 people responded “None of the above”)

Final Thoughts

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D6. There are many influencers from whom you might learn best practices for upward mobility. Please rank your choices from most trusted to least trusted.

QD6R5. Business journalism (e.g., Wall Street Journal) and business schools (e.g., Harvard Business Review)



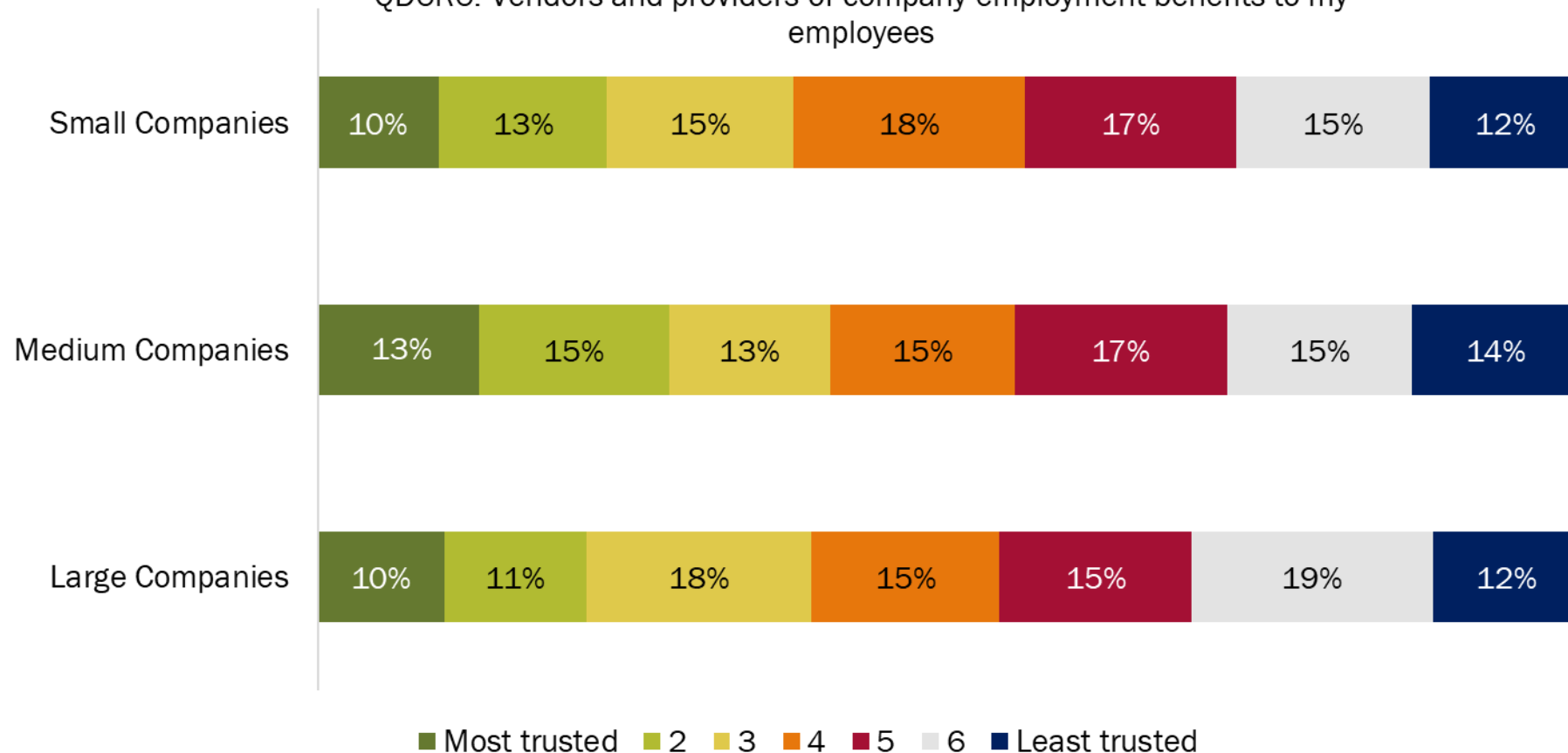
N = 1,063 (87 people responded “None of the above”)

Final Thoughts

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D6. There are many influencers from whom you might learn best practices for upward mobility. Please rank your choices from most trusted to least trusted.

QD6R6. Vendors and providers of company employment benefits to my employees



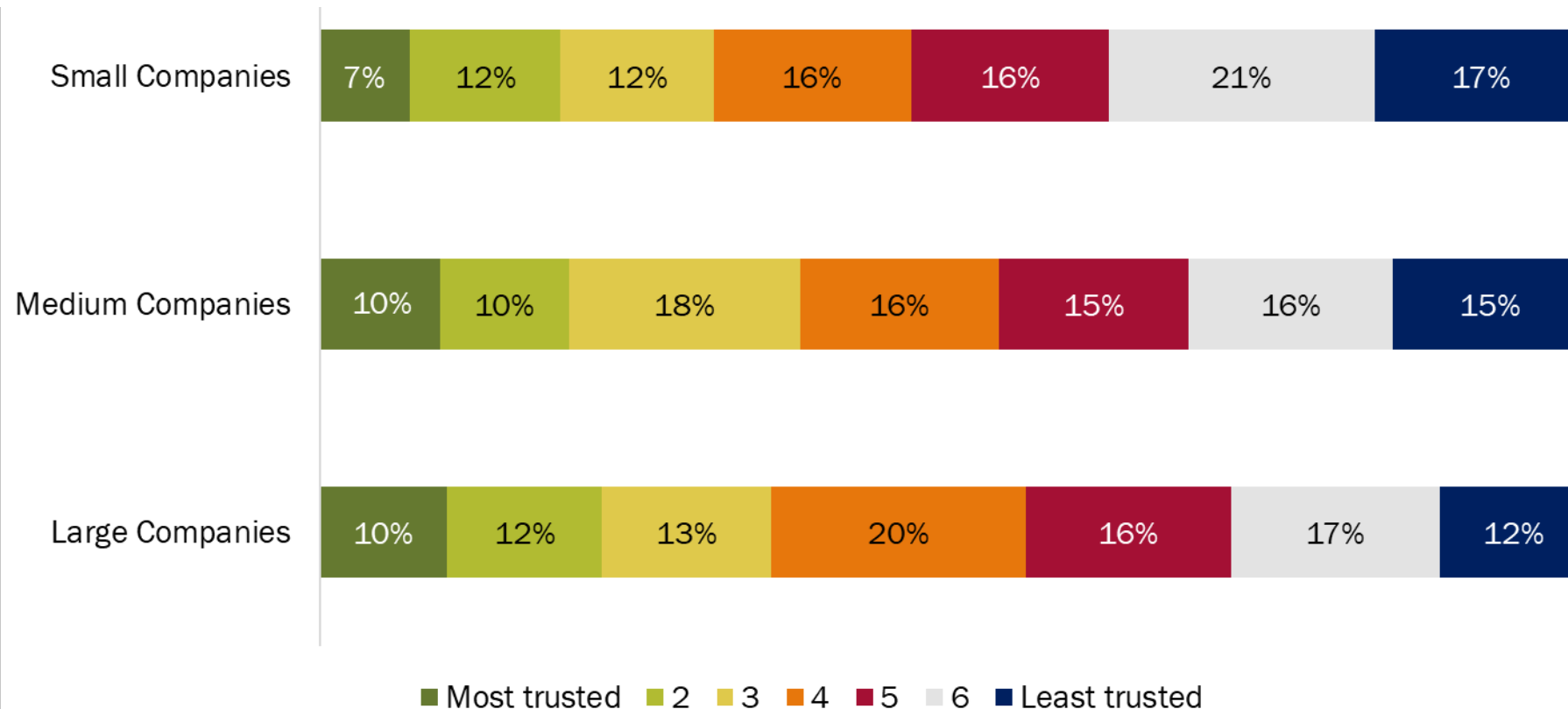
N = 1,063 (87 people responded “None of the above”)

Final Thoughts

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D6. There are many influencers from whom you might learn best practices for upward mobility. Please rank your choices from most trusted to least trusted.

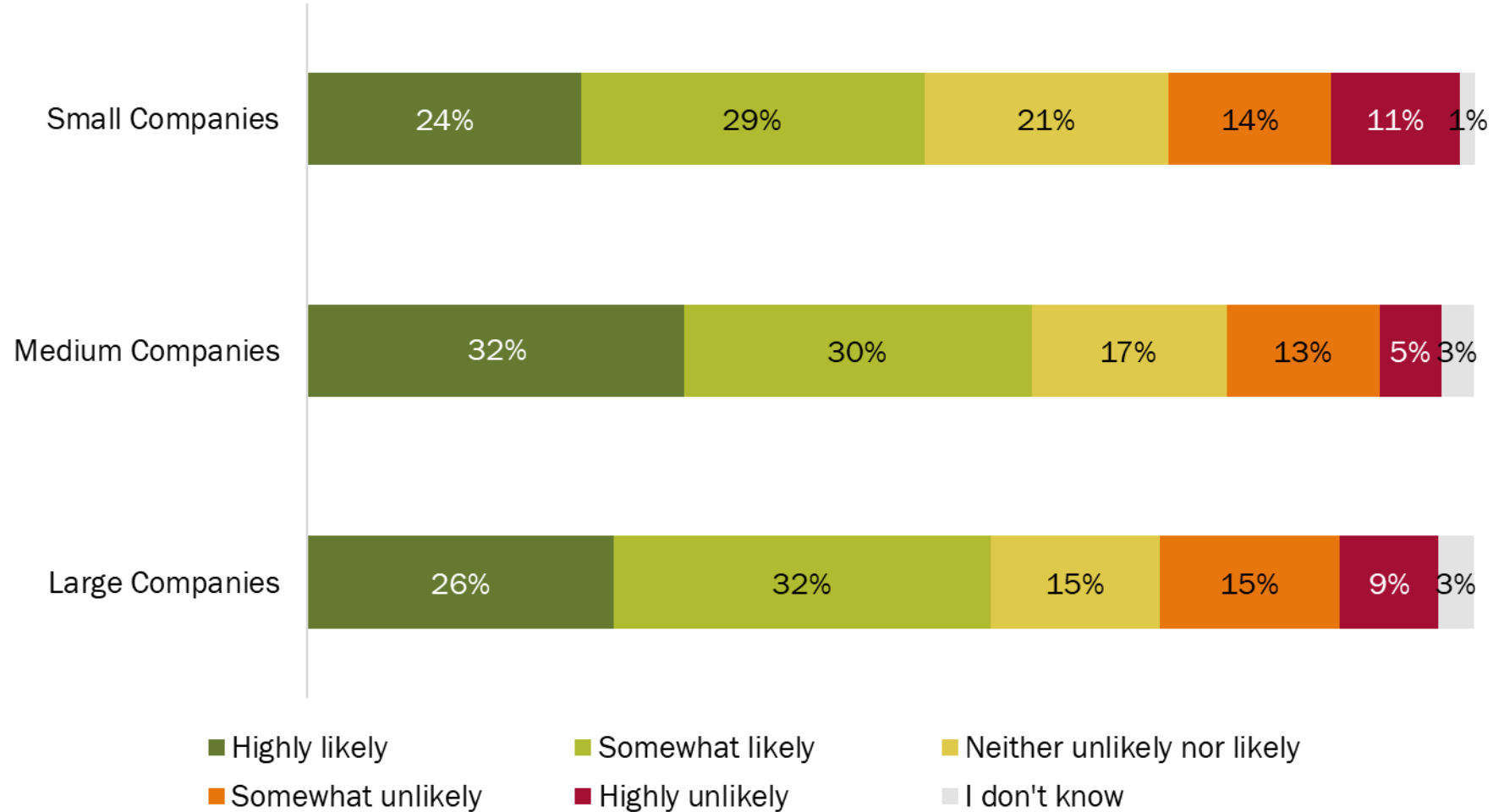
QD6R7. Vendors and providers of IT tools that shape employment (e.g., Applicant Tracking Systems [ATS] like Taleo, Human Capital Management [HCM] like Workday)



N = 1,063 (87 people responded “None of the above”)

Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D10. Please rate your company's willingness to implement practices for increased upward mobility.



Source: "Upward Mobility Survey of Employers of Low-Wage Workers in the U.S.," September–November 2020, Project on Managing the Future of Work, Harvard Business School.

D11. Please rate the effect of COVID-19 on your company's willingness to implement practices for increased upward mobility.

